

SUCCESS SERIES



HOW TO BE A CHAMPION NEGOTIATOR

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Introduction

Imagine what it would be like if you are sitting across the table in a heated discussion with representatives of another corporation. After 3 hours of intense debate, you go back to your Boss with bowed head to report that the negotiation did not go as planned. In fact, you lost the contract.

Picture yourself in an animated discussion with a spouse who has been grumbling about division of household chores. Several minutes later, you wonder what went wrong ... as you end up scrubbing the dishes which is part of the deal!

Think back when you were still a teenager appealing for extended curfew hours with your parents. The only concession you get is an extension of 1 hour maximum, and this comes with a promise that you will baby sit your sister for 1 week.

Having a tough luck in negotiations? Are you always getting the raw end of the deal? Brace your self as this is going to change NOW!

Ever since man fell in Eden, conflicts had been around. Conflicts have been worsened by doubts and controversies. The Bible declares that God saw negotiation as the solution to man's problems. He sent his mediator to negotiate for mankind's reconciliation with Him and each other.

The same solution remains to be the answer to our daily conflicts with our fellowmen. The world needs champion negotiators and mediators who will clear out things for us to see eye to eye. We need persuaders who will convince us to sit down in the negotiating table and settle our differences.

On planet earth, life really is a series of social tremors. World leaders are always in the middle of negotiations. Have you seen negotiations between fundamentalist rebels and government negotiators, with the latter anxiously bargaining to save the head of a captured foreigner?

However, negotiations are not limited to the exclusive arena of world leaders and masked terrorists. We are rocked by conflicts and frictions with other people in everyday lives. And this is probably the reason why you have this book in your hands.

This book aims to make a CHAMPION NEGOTIATOR out of you. A champion negotiator directs his laser beam focus on creating win-win situations. This book summarizes the main techniques of negotiations that you can easily apply in work, home, and different aspects of every day life.

Mastering the techniques will help turn you into a first-class dealmaker gunning for a win-win victory in a very competitive world. This book talks about conflicts, its different stages, and its reasons and causes. It talks about the contents of negotiations and the main casts involved, their roles, and how they can successfully play their roles. It identifies where you are in a conflict and how you can switch roles to become a champion negotiator, if you are not yet one.

Well, you will be and that transformation starts NOW.

Chapter One

Getting Down To The Basics: Conflicts and Negotiations

“As long as there is life, there will always be conflicts to resolve.” You cannot help but nod your head in agreement with that statement, right?

From the crib to the grave, conflicts arise. These conflicts often do not have immediate solutions and those involved go through stages of conflicts and negotiations.

Even before you were born, your life was already a subject of discussion. Most certainly, your parents discussed on what hospital to rush to for your delivery and discussed this with your mom’s doctor. Dad and Mom also talked on options with respect to available finances. They also discussed with the doctor on the possibility of a normal or caesarian delivery. In all these, the doctor and your parents might have different opinions and preferences. They all were after the best options according to how they see it.

You thought that’s the end of it? Deciding your name became the next subject of negotiations. Everyone, including grand parents, aunts, even the next-door neighbors, and business associates, had their own say. After agreeing on your name, the date for christening followed, along with where and how the event would be celebrated. All these involve small negotiations - and you weren’t even born yet!

There's no end to all the discussions and differences in opinion; and this is just infancy. What about the childhood, school life, adolescence, and young adulthood?

Even on the deathbed, the relatives of a dying person would be discussing what funeral service to hire, what burial rites to perform, etc. Life from start to finish is accompanied by discussions, differences of opinion, and final decisions. As long as these things happen, conflicts continue.

4 Stages Of Conflicts And How To Detect Them

"The number one goal in resolving a conflict is to make sure both sides maintain their self-esteem," is one quote that should remind you of the overall objective in a conflict. Conflicts differ in intensity. They are composed of four stages, namely:

First Stage

These are very mild discussions geared towards seeking quick and pleasurable solutions in problem solving. Opinion poll is taken from all possible sides, especially from those involved. Often, those who talk are the ones really involved. Others are contented to merely listen. In this stage, there are no heated arguments.

The conflict can be resolved quickly and in a spirited mood. Examples of this type of conflict are choosing what clothes to wear, what movie to see, what hobby to do, or who to go out with on dates. Beware though. This conflict, though light and pleasurable, may develop into the next level if unchecked.

Second Stage

Fiery words, emotional outbursts, and booming voices are just some of what you can expect in the second stage. Discussions can get hot and may extend for a certain period. This stage involves some loss in property, time, dignity, and principle.

A series of meetings or discussions may be needed, which may or may not result to conflict resolution. This may accelerate into the next stage of conflict if unresolved, or decelerate into the first stage of conflict and ends well as a result. The situation may get out of hand to the extent that more persons or events outside the main players (people really involved) may be dragged into it. It may be said that this stage is a half-blown stage of conflict.

Third Stage

Aside from the issues in stage two, this may involve a loss of life. The situation is marked by a full-blown conflict and the parties involved find themselves at the verge of chaos.

The problems could be resolved, but solution calls for tolerance and some compromises on principles. Either or both parties will have to give in for negotiations to proceed and progress. The situation can revert to stage two depending on the results of the negotiations. It could escalate into a breakdown or total collapse of the situation. This could lead to a permanent strife between parties.

Fourth Stage

When negotiations bog down and the players find themselves face to face in court, we have a stage four conflict. This is an expensive stage to be in. The attorney's fees alone can be very shocking. As a champion negotiator, we don't want to reach stage four. We want to keep things within stage one or two.

What Is Negotiation?

The word "negotiate" has Latin roots: NEG which means "not" and OTIO which is translated to "leisure" and originally meant "to conduct business." Negotiation is really a people process.

Negotiation is a process of trying to make opposing parties come to a middle ground where they can meet eye-to-eye, talk about their conflicts in a better light, and aspire for a win-win resolution to conflicts.

Conflicts tend to keep involved parties at the opposite ends of the pole. They establish their own separate territories far from each other, and then dig deep into their turfs. This situation is no different from building their own separate war camps, with foxholes, shelters, artillery and arms depot, where they shoot at each other until one of them yields.

But yielding does not always mean the end of a conflict. It may just be a temporary surrender to enable both camps to consolidate and strengthen positions. A fresh conflict may again start soon. If negotiations fail, opposing parties may take up the case in court; or worse, deal with the case violently. As a champion negotiator, your job is to settle things out of court and without any violence.

Just a few seconds ago, you have seen that negotiations ensue from birth to death. Every stage of your life involves some form of discussion or argument that needs efficient decision-making.

Now are you up for a simple activity? Drift yourself back through time and recall actual negotiations you were involved in. Do the following life situations look familiar? Have you been a witness to any of the following situations that clearly involved negotiations?

1. Child and parent negotiations on buying a toy. (Can you guess who normally wins?)
2. Negotiations between or among playmates on what, how, and where they should play.
3. Going to school everyday, especially the “waking up early” part.
4. Arguing with Dad on whether to go camping/outing or not.
5. What school to go to in high school or junior high.
6. A class report where you try to convince everybody of what you have researched.
7. What clothes or shoes to buy.
8. Who to go out with on a date and where.
9. Who to choose as boy or girl friend.
10. What college course to take and where.
11. What company of friends to join.
12. What organization to work for or what business to undertake.
13. Who to marry.

14. How many kids to have.
15. What house to settle in with your family and where.

Discussions of differences in opinion and how to settle them halfway are the courses of life. We often encounter such situations first with our parents and relatives, then with our playmates, then with our schoolmates, then with our spouse, boss, clients, and colleagues in office or business.

Later in life, you will even have to negotiate for your health and life. Dying people are known to negotiate with God for a second chance at life or for a quick, painless death. Indeed, prayer is really a negotiation.

Any form of communication is part of negotiation. Saying “Hello” upon picking up the phone is an invitation to a discussion. Then you ask, “May I speak with Paul?” In that instant, a simple negotiation has just begun.

What Are Champion Negotiators?

A conflict is seldom resolved by a sudden resolution. A conflict often has a history to tell. It will remain a conflict until someone or both parties decide to put an end to all the nonsense, sit down, and talk.

Negotiators play an important role in conflict resolution. Often, each opposing party has its own negotiator or advocate to represent their respective grievances. They will try to get leverage or better terms in the negotiation.

But what sets CHAMPION NEGOTIATORS from the rest?

Champion negotiators create win-win situations. They aim to win at the negotiating table, with the opposing party still smiling and broadly feeling that they have also won.

Champion negotiators are reasonable, practical, not too emotional, knowledgeable about the issues involved, not given to violence, open-minded, and at the same time firm in their principles.

Good negotiators sit at the negotiation table knowing that it is probable to get the best possible terms out of any discussion or argument. People who want total and absolute victory at all costs are not fit to become negotiators.

What Is A Win-Win Situation?

Roger Dawson, author of “Secrets of Power Negotiating,” describes this as a creative situation where BOTH you and the other party involved can walk away from the negotiating table feeling that you’ve both won.

Grant M. Bright defines win-win negotiating as: Two or more parties **COMMUNICATE** to reach an **AGREEMENT** in which all parties feel their **NEEDS** are satisfied and all parties are **COMMITTED** to follow through, based on a foundation of common and opposing **INTERESTS**, and aimed at maintaining or enhancing the **RELATIONSHIP**. Win-win is an attitude, not an outcome.

What Is A Mediator?

A mediator is often the solution to a collapsing relationship. A mediator is a third party who stands in the middle of two clashing parties in a negotiation. He

invites both parties to a ceasefire, come closer together, present their grievances one after another, and somehow come into a peaceful agreement. Think of the mediator as a referee, an umpire, moderator, an intermediary or simply a go-between.

Sometimes, a mediator also plays the role of a champion negotiator. He weaves a win-win situation for both parties where they come out feeling winners. The mediator must show wisdom and impartiality in order to be viewed by both parties as credible. He must have the skill to make both parties believe that they each would have the best terms possible after the negotiations. Neutrality and credibility is of the essence.

Mediators can only facilitate the solution, but both sides must agree up front that they will abide by a mediator's final decision.

Is Negotiation Possible Without a Mediator?

Simple conflicts do not require a mediator; and negotiations may proceed without a third party.

Other types of conflict would require no mediator if opposing parties are represented by skillful and sincere negotiators. However, in order for this to work, parties involved must be open-minded and sincere in their desire for a win-win resolution. Without these two factors, any negotiation will eventually bog down.

When negotiations bog down and no agreements are reached, this is what is called a deadlock. The only way to resolve a deadlock is by bringing in a mediator.

Important Vocabulary for Negotiators

When you are in the middle of a negotiation, the terms below may come up. Be sure you understand them before proceeding to the next section. Here are simplified definitions:

1. Conflict

Conflict represents a divergence of ideas. Conflict occurs when involved parties cannot mutually agree on one thing. When conflict is aggravated, the people involved might feel aggrieved and they may seek redress or just correction of the matter. Negotiation intends to resolve such conflict.

2. Compromise

Compromise means finding a middle ground that is agreeable to both parties involved. A compromise is reached when contending parties are willing to overlook some issues in order to agree on a form of settlement. A compromise may easily be reached when there is no perceived damage on reputation.

Negotiating for a compromise does not represent total surrender or a weakened stance. Arriving at a compromise speaks of both parties' humility and desire for a peaceful resolution.

Other negotiators resort to intimidation and bribery in order to force the other party to a compromise. This is the last thing in the mind of a champion negotiator.

3. Cooperation

Mediators must come to the negotiating table with a sincere desire to work with each other. They must be willing to collaborate for the settlement of a dispute. Without totally surrendering the fight, they must be willing to contribute or trade off something consequential to balance the situation.

4. Concession

In a healthy negotiation, some things are given up to lessen the pressure and tension of the conflict. These things are called concessions. They are things or points compromised or conceded (given up) so that talks can run smoother. A concession may also be an undeserved favor asked in behalf of a penitent offender.

5. Reconciliation

After feuding parties sit down, talk, and come to a peaceful settlement, negotiators focus on reconciliation. This is the main and ideal objective of negotiation. This is when grievances are settled and hurts are healed. A permanent restoration of relationships occurs.

This book puts forward a negotiation that is sincere and produces results that are more lasting. We don't just want things to be settled fairly, we want hurts to be healed. Champion negotiators aspire for reconciliation.

6. Confrontation

Confrontation may be described as either peaceful or agitated. A peaceful one occurs when both parties calmly sit face to face in the negotiating table. An agitated confrontation takes place when antagonistic parties come face to face with each other. They talk, not to settle, but to create more disputes.

7. Aggrieved

The aggrieved are the offended people in a conflict.

8. Resolution

The resolution is the answer to a problem or conflict.

9. Impasse

This occurs when there is a dispute over the subject matter and the negotiation is jeopardized by it.

10. Stalemate

This occurs when both parties are still discussing the matter at hand, but there's no imminent development in arriving at a final resolution.

11. Deadlock

This occurs when disappointment or dissatisfaction mounts due to the lack of development in the issue. As a result, both parties regard the negotiation process as a time-wasting and meaningless endeavor.

Chapter Two

The Message and People Involved

Negotiators are like messengers or emissaries carrying a message. The message contains their group's main points and emphases. They must not only be able to express the message, they must embody it.

A simple analogy will explain the role of a negotiator. A negotiator is like a driver, and his client is the passenger. The passenger tells the driver where he wants to go. The driver proceeds to drive and tackles every sharp curve, turn, and twist on the road. The driver does the actual steering and maneuvering of the car to make sure they arrive at the desired destination.

In short, the negotiator and his client must be clear and unified on the message that they want to convey.

Secrets Of A Winning Message

The message is the central point of negotiations. It represents the desires of both parties and the object of negotiation.

To make your message a winning one, it must be:

1. Based on Principle that You Believe In

A negotiator can effectively negotiate anything if the message is anchored on a life principle that he believes in his heart. He lives what he is fighting for. He believes it is fair and it is the truth.

In a traffic argument, a driver is bound to have his own say according to how he has been driving all his life. He would insist on his own rightness. A child will insist on buying a toy because he believes with all his heart that he needs it. When a suitor negotiates his love for a woman, his message becomes effective only when coupled with sincerity.

Your deep intellectual and emotional belief strengthens the message. You cannot negotiate for other people if you don't treat it as your own.

When you are in a traffic altercation or dispute, you cannot have the driver of another vehicle speak for you. A child cannot have his brother speak for him about a toy he badly wants. You cannot have another guy court the girl you love. A person playing "the bridge" can end up winning the girl's heart.

To be able to represent a person's or group's concern, it must also be your concern.

2. Clear and True

The message that you want to bring up for discussion must be first clear in your mind before it can be clear in another's mind.

Also, keep in mind that truth has a way of presenting itself even with little preparation. Lies need a lot of time to manufacture and require more lies.

3. Organized

Organized thoughts make for an organized presentation.

When you make a class report, you must report on a subject matter you are interested in. If it doesn't interest you initially, you may read on the topic and discover possible areas of interest. Your interest on the message will motivate

you to do some research, gather pertinent details, and then organize them into an outline.

The outline will be your guide in making a clear and honest presentation of the message you want to impart. Include facts in your presentation to make the message more credible.

Your message must be organized before it is presented. If you want to negotiate for a camping trip/outing with friends to your parents or your boss, organize it in a simple way. It would help you tremendously if you tell your parents or boss the truth. As mentioned, truth has a built-in mechanism that leads to an organized presentation.

Seeking inputs and comments from others can further refine thoughts. You can sound off the ideas to friends who can help you sort out relevance of facts and the sequence of presentation.

Organization of presentation should take into account to whom it will be presented. In short, it must consider the context.

The *context* refers to the person or the audience of your presentation (levels of maturity, understanding, tolerance, and emotional stability), the time and place of the situation, and the details of the situation itself. Organize your presentation along these lines and be assured of a winning message. Context will be discussed in depth later.

A child can be talked into forestalling buying an expensive toy if the facts are presented clearly according to the child's context. "It's not nice" would be enough for the child to also dislike the toy. A playmate can convince him by

saying, “I don’t like the color. The arms are too long, and it looks like a monster. That robot’s not nice.” The message is organized enough for a child to conceive that the toy is unacceptable.

4. Safe and Tested

Deliver a message that is fitting to common standards of soundness and good reason. Don’t advocate for suicide, murder, unruliness, or things contrary to law. You’ll end up a loser if you negotiate for such things.

If you do find yourself in this kind of negotiation, be sure you are on the right side. If a person is on a roof ready to jump over and end his life, you must be the negotiator dissuading his jump.

Negotiate for the good and right points. Make sure you are standing from a position of sound reason. When you are not, admit and apologize. When your side of the argument is wrong, admit immediately that it is wrong. No need to start an argument.

But when you are in the right side, negotiate the best you can, even from a weakened stance. Some people will attempt to undermine your stance via smear campaigns, coercion, or other dirty tricks. As long as you are on the right side, you are safe. This principle is time-tested.

5. Concise Yet Solid

Be brief yet solid in presenting your message. *Solidity* equates to a combination of confidence, seriousness, and determination. These three are important in persuasion. Deliver the notion that you can’t be stopped no matter what, so they will take you seriously and listen to what you have to say.

Bear in mind that short statements have power. They are easier to handle and deliver than long ones. The shorter the message, the more power it has.

Once, a company failed to remit some social security dues for its workers for years. The company tried to explain that if the workers will not press charges anymore in court, it will:

1. Increase their salary tremendously.
2. Add their fringe benefits.
3. Add a mid-year bonus.
4. Give them yearly company outing.

At the negotiating table, the negotiator for the company, after expounding on the promises, asked the negotiator for the workers, "Will you just settle with us, then?"

The other negotiator simply said calmly with a smile, "We won't."

With only two words, the workers sent a clear and unmistakable message to the company that they are serious about their stand. They would not be dissuaded by anything that the company will offer. It showed confidence, seriousness, and determination.

Take note that the aura and composure of the negotiator is a big part of the overall message. How you project yourself forms part of the brevity and solidness of the message.

Confidence is shown when you calmly carry yourself and your way of speaking during the negotiation. You must show no sign of fear, apprehension, or even anger or irritation. You must project a calm, relaxed, and confident

demeanor. Your projection solidifies the strength of the message you wish to convey to the other party.

5. Straight to the Point

A wise proverb says, “The more the words, the less the meaning.” The main thing in a message is to be accurate. What is it do you really want?

The message must be concise, dwells on the accuracy of intent and meaning. The message ought not to be circuitous or round about. A child will likely get what he wants in a toy or sports store if he asks his dad to buy just one particular item. If he asks several others, he may get nothing at all, or have the buying postponed for another day — when he’s made up his mind on what he truly wants.

A parent will get a better response if a particular command is carried out one at a time to a child. Giving out several commands can result to confusion and may contribute to a needless argument.

Some Practical Applications Of A Winning Message

The important thing is to negotiate something without developing a second round of negotiations. Let’s say you’re a parent. If you ask your son to take out the garbage and wash the dishes afterwards, he might go for a rebuttal. You are giving him a chance to negotiate for reconsideration.

What do you really want him to do? Taking out the garbage and washing the dishes are important but you have to choose only one — for now. Telling him

to do just one deprives him of a reason to complain. Now, if you can do one of the chores yourself, just do it and leave the other to him.

Remember to keep your message short and straight to the point. Concentrate on one point and deliver it with confidence, seriousness, and determination. Consider this statement:

“Jimmy, I’m so tired this evening! I just feel like relaxing in this sofa. But I can’t relax if I smell the garbage from here — it smells awful. Could you please throw it out?”

Points considered in the above statement:

1. I’m so tired.
2. I need to relax.
3. The garbage smells.
4. The garbage must be thrown out.

If your son is already an expert in complaining, congratulations! You have just given him four points or areas to counter your request. The long sentence gives the impression that you can tolerate a discussion and he might do just that. This is true as well in other instances of negotiations.

Here is an improvement of the original message: *“Jimmy, please take out the garbage for me.”*

Point considered in the above:

1. I want the garbage out.

The brevity sends out a strong message to Jimmy and the clarity of the message leaves no room for arguments. It sends the point that you are giving

him no choice but to conform. The garbage must be taken out and he must do it.

End of story.

Now, if you plan to make Jimmy do another errand, that's another story. Stories should be told one at a time. A complicated plot, even in movies, raises too many questions.

Take note that the above example between you and Jimmy is played within a parent and son context. This can also be applied in a boss and employee context. The context surrounds a relationship where one exerts authority over the other. This is applicable too between a professor and a student.

Be careful when you apply this in another context. First and foremost rule of thumb: Find out who has the upper hand. The one who has the upper hand is in a better position to go straight to the point.

Tips In Framing Messages That Elicit Immediate Action

Tip # 1. A message should convey a single coherent idea. Do not say something when you mean another thing. Mean what you say and say what you mean.

If you want your neighbor to pay for the window he broke, don't just say, "Perhaps it would better if it's paid for." Say outright in a nice way, "It's ok, but please pay for it."

Tip # 2. Don't let your message become mere history. Don't say, "That window you broke cost us some money. A top designer helped us by having it especially designed for us. It cost \$XX, and that was 5 years ago..."

Just say, "Please pay us \$XX; that will be enough to recover the cost."

Tip # 3. Avoid conveying messages with double meanings. Don't say something like, "Don't bother yourself with it. Just replace the window, and don't be bothered by it. It's okay."

No, it's not okay. Otherwise, he might not pay for or replace the window he broke. Verbally, just tell him to pay. Do it gently, but firmly.

Boost Your Negotiating Skills With These Words

Here are some polite expressions to use in a negotiation and boost your chance of winning:

1. Please
2. Excuse me.
3. Thank you.
4. That's very kind of you.
5. Welcome.

Likewise, listed below are the expressions you must AVOID in a negotiation, for these convey indecision and lack of firmness.

1. I guess so.
2. Maybe or probably.

3. I'm not sure.
4. I wonder if...
5. Do you think so?
6. I would like to or I would love to
7. It might be ...

4 Personalities Across The Negotiating Table

Some people pretend to be negotiators when they are only the aggrieved ones raring to air their negative opinions. As an aspiring champion negotiator, you must brace yourself as you meet four different personalities across the negotiating table.

1. The Child Negotiator

The child negotiator is one who tends to simplify everything. He is often easily hurt by complicated discussions in a negotiation. He thinks that every conflict needs only a simple "lollipop" solution to appease the aggrieved. He is prone to dishing out instant recommendations that provides short-term solutions and disdains long drawn-out procedures. When further investigation is called for, he backs out and is the first one to cry foul.

2. The Adult Negotiator

The adult negotiator takes on a seemingly mature outlook. He cannot tolerate anything immature and is often at odds with the child negotiator. He can be trusted with his judgment because he can see through the eyes of maturity,

but he never wants to commit anything beyond being a negotiator. To him, his work ends after a negotiation.

He often assumes the attitude of an outside observer looking into the conflict, instead of being involved in it. He knows the right rules and regulations almost without fault, but seldom really believes and lives them. He knows that negotiators ought to be open-minded, gentle, firm, and all that, but he is often seen to be narrow-minded, bookish, unimaginative, rigid, and unprincipled.

3. The Parent Negotiator

The parent negotiator is fond of lecturing, scolding, and giving unsolicited advice in a negotiation. He thinks he is there to control the situation. He thinks he is there to be listened to. He believes he alone has the wisdom and last word to say. He treats others as mere child negotiators that must be taken under his wing to guide and discipline. He is often a difficult person to be with. He acts as if he knows everything. But in reality, he is often lost and confused about the actual events taking place.

4. The Good Negotiator

The good negotiator is a combination of all the positive sides of the other three. He is a child negotiator in that he is teachable and willing to listen. He is humble like a child yet firm like an adult. He is sure of what he stands for. A good negotiator is mature and stable. He is also caring as a parent who wants everybody in his family to put their acts together and reconcile. He wants to end things happily, with everybody being a winner.

How To Use Context To Your Advantage

Before we go to the next chapter, it is important to talk about what context is. A winning message must agree with the right context. A message out of context will always be unclear and pointless to everyone.

Context can be discussed by looking within a person, time, and place.

1. Person Context

In a negotiation, you have competitors across the opposite side of the fence. Who are you negotiating with? What is his role in the conflict? Is he directly involved or is he just a representative? Then from there, try to see his level in the following:

a. Maturity

Does he look responsible and accountable? Does he behave maturely, or is he somewhat rude? Some immature negotiators would bring in someone who is rude and offensive to intimidate the opponent.

If this is the case, your best bet is to be the exact opposite. You must become calm, gentle, and relaxed but at the same time firm and determined. If the negotiator looks mature and reasonable, then you have the issue half-solved.

b. Level of Understanding

Some mature people may have a difficult time understanding the situation. In this case, you must exercise more patience and politeness. A display of impatience is a very wrong message in a negotiation. You have already waved the white flag of defeat, even before the negotiation has begun.

Design your message and arguments according to the opposing side's ability to understand. If he is a child, a pupil, a student, a sick person, an elderly person, or an intellectual, you must speak and act accordingly. Don't be intimidated by intellectuals. Just say your piece clearly and stick to your principles. Also, know the people directly involved in the situation. The negotiator you are facing is only a representative and the bearer of the message

c. Tolerance

Thomas Crum says, "Resolving conflict is rarely about who is right. It is about acknowledgement and appreciation of differences."

Tolerance is the readiness to accept differences. Refrain from saying insulting words that may irritate the other party. Never provoke. Remember, you want settlement - not aggravation.

d. Emotional Stability

It is difficult to negotiate with a person who is so affected with the situation that that he cries, weeps, or erupts in anger as he negotiates. It is foolish to laugh or tell jokes in this case. Design your message to fit the person you are facing. The most you will have to do here is listen. When the emotion has somewhat subsided, then you can say your piece, gently but firmly.

This is applicable in real life situations. If your child has tantrums, it is like facing an upward battle in trying to talk sense into him. When your in-law is hurting, it is useless to prove that you are right. It is also silly to insist on your goodness after you have hurt somebody. The best thing to do is to let strong emotions subside before attempting to initiate any negotiation.

2. Time Context

Watch the time. When exactly did the conflict started? Some problems are centuries old and the resolution may take another decade. Just look at the issue on racism. In some parts of the world, it is still alive. Why? Some people are not interested in putting an end to the issue. You had better think twice before you choose to stand up for an age-long issue.

In case of a tragedy, a good negotiator must know the best time to negotiate. Tragic times call for simple sympathy. The actual negotiation can start at a later and more appropriate time. When the incident is still fresh, it is best to limit talks with the aggrieved party to expressions of sympathy and concern.

3. Place Context

Never tell your child to forget about toys when you are already in the toy section of the department store. You should have not taken him there in the first place if such was your intention. However, if you are already in that situation, be flexible with your child and buy him something cheaper. You can tell him that is all you can buy right now.

It is also useless to negotiate with a patient to believe that the treatment will be painless, when he can hear patients around him crying in pain. Do not say the treatment is painless when it really is painful. Just convince him he needs it badly, and the pain will not last forever.

In these circumstances, the virtue of being truthful will work wonders. Truth has the built-in feature of settling in the minds of people.

Chapter Three

How To Be A Champion Negotiator

You are now well versed with the intricacies surrounding conflicts and negotiations. Your pressing concern now is, “How do I become a champion negotiator?” The trick is to concentrate all your efforts on three things:

1. Developing Charisma
2. Effective Preparation
3. Developing Communication and Persuasion Skills

Ways of Developing An Awesome Charisma

Charisma is that unique trait that makes people drawn to you. It is a characteristic that makes people comfortable in following you and being influenced by you. People would want to be around charismatic leaders even when they don't know much about them.

So, how do you project awesome charisma?

1. Improve your handshake. Ask someone to rate your handshake. Strive to make other people feel good and secured when they shake your hand.
2. Keep smiling. The smile is a global form of communication. Look interestingly into a person's eyes and flash your broad smile. If he smiles back, keep that sunny disposition longer for a few seconds more.
3. Address your counterparts by their first name at the start or end of your statement. According to Dale Carnegie, author of the book “How To Win

Friends and Influence People,” a name is the sweetest music in a person’s ears.

4. Examine yourself in the mirror. It’s a proven fact that majority of people judge your character not by your face, but by the way you dress. Get advice from a fashion enthusiast and change your image.
5. Retain the curiosity and enthusiasm of a child. Be interested in other people’s hobbies, activities, and other interests.
6. Develop a great sense of humor. Do not burden yourself by memorizing jokes. Instead, find out what tickles the funny bones of people. The funniest things in the world are those that come out spontaneously. Even the most unreceptive individuals can be conquered with the use of good humor.
7. Exert effort to make everyone you meet feel exceptional. It may take some effort, but think of everyone you meet as if he is the most important individual you’ll ever meet that day.
8. Tilt your head slightly. The tilt of the head is a basic body language skill that shows whether a person is paying attention or not. If the head is straight up, he is thinking of other things. A slight tilt of the head means that he is listening carefully.
9. Establish instant rapport with everyone by maintaining optimistic thoughts. Think of people you meet as nice, friendly individuals whom you would like to know better.

10. Acknowledge people when they do something right. Ken Blanchard, author of “The One-Minute Manager,” calls them praises. When someone does something great, look the person straight in the eye. Then mention what he did right and how you are impressed/awed by his action.
11. Be generous in giving compliments from the heart. Sincere compliments make people happy and encourage them to do things better.
12. Be aware of people’s emotions. You can do this by practicing emphatic listening. You become efficient in responding to emotions, not to words.

Application:

For example, you bought a toy for your son. At home, you found out that it has a defect. The following day, you rush back to the store.

Wrong move: Demand from the clerk, “Please refund this for me.” You are respectful, but unsmiling. Expect the clerk to hassle over your request.

Right move: Take note of the name of the clerk through her nametag and say, “Good Morning, Carmen. Your hair looks terrific. What shampoo are you using? Oh by the way, please refund this broken toy for me.” As you finish, flash your most sincere smile and tilt your head slightly to hold her gaze. Carmen may debate for a moment if you are honest, then she will quickly grant your request. After you got what you want, say “Thank you. I appreciate it.”

Common Sense Strategies In Effective Preparation

Nothing beats a well-prepared negotiator. Be sure you know the following strategies:

1. Be clear in what you want. Identify your objectives with utmost accuracy.
2. Foresee the other party's wants, motives, limitations, etc. Initiate some background investigation.
3. Study what the other party wants and points that they consider as non-negotiable.
4. Do some internal marketing. Try not to project any image of negativity. Sell your ideas in order to generate support and facilitate resolution of conflict.
5. Avoid negotiating stances that others might find offensive and inflexible. You will just ruin your chances of gaining their trust.
6. Plan your approach and prepare to engage in any opposition. Focus on the solution.
7. Adapt your suggestion or proposal to the circumstances.
8. Have an exit strategy. If conditions are not appropriate, regroup and formulate a better strategy.

Simple Ways To Melt The Hard-line Position Of The Opposite Camp

A champion negotiator is not only skilled in verbal communication. He has also mastered the skill of non-verbal communication and uses it to soften the hard-line stance of the opposing camp.

He takes his cues from the word MELT:

M	-	Make A Connection	Achieve this by smiling and adopting an open posture. A smile means, "I like you, I trust you, and I'm glad we've met." Avoid crossed arms as this depicts a defensive stance
E	-	Eye Contact	Always keep in mind that you do not only establish a bond by a handshake, you also do it by eye contact.
L	-	Lean Forward	This communicates that you are interested in what the other person is saying. Likewise, interest is communicated by nodding. Former President Ronald Reagan mastered this technique which conveys agreement and appreciation of views expressed.
T	-	Touch	This establishes the necessary connection

Checklist Of Traits Of Champion Negotiators

1. Open-minded

They are ready to listen to all sides of the issue and willing to cooperate in order to work out a solution. They do not sit down in a negotiation to prove that they alone are right and all the rest are wrong. They listen to the other side of the story. They are mature enough to know what is right and wrong. On that basis, they cooperate for the solution of the problem.

2. Calm and Cool

Champion negotiators are able to keep their cool, even in trying situations. They are peaceful and are able to pacify others. They spread the atmosphere of calmness in a negotiation and never let their emotions dictate their decisions on the negotiation table.

They project a loud and clear voice, but they do not shout at anybody for no reason. They do not get too excited or too sad about anything because they know how to keep their emotions to themselves. They know all too well that negotiation is like a poker game - you keep your cards close to your chest and don't show them to other players until the last moment.

3. Practical

As their message is practical, so is their composure. They think that getting emotional is useless and aimless in a negotiation. In negotiations, solutions are the goal, not the display of emotions.

4. Ready for Action

Champion negotiators are ready for anything. They regard negotiation as a great adventure. Negotiation can take them to places, to hot spots, to revelry, to mourning, to danger, and even to death in extreme cases. They may be hated or loved by some, depending on how their behavior affects such people. Their personal schedules may be abruptly stopped or changed to give way to a special need.

5. Friendly

The issue may be serious, but champion negotiators often appear friendly and approachable in the beginning of the negotiation until the very end. They keep the negotiation process open as much as possible.

6. Highly Principled

They may be open and friendly, yet they exhibit a strong stand for what they believe is right. They understand the situation and issues well in order to

uphold the best possible result. They maintain decency and can be seen as formidable persons to deal with.

7. Biased yet Fair

Yes, negotiators are biased because they are siding the people they are representing and are loyal to their cause. They will do everything within rules to gain a victory. Nevertheless, they are open to other sides of the issue. In case their side is guilty of a wrongdoing or misconduct, they admit it; but they still negotiate for possible concessions.

8. Broad-Minded

Being broad-minded is the ability to see what others see. It is empathy at its best. Champion negotiators are able to put their feet in the shoes of children, teenagers, parents, offenders, aggrieved ones, other negotiators, the elderly, spectators in the negotiation, and even intimidators.

Reasons Why You May Lose The First Round

John Fitzgerald Kennedy hit it right on the head when he remarked, “We cannot negotiate with those who say, ‘What’s mine is mine and what’s yours is negotiable.’” It all starts in the mindset.

Entering a negotiation with a mindset marked by greed and adherence to unfair competition, instead of aiming for win-win situation, is a sure way to lose the first round. One quote that summarizes this mindset is: “It matters not whether you win or lose; what matters is whether I win or lose.”

Now, let us examine other reasons why you may fail to present a strong case in the first round of negotiations.

1. Impractical Demands

Be sure that what you ask for is workable. Your message should be practical and feasible within the context. Don't tell your child never to ask you presents anymore. Don't make your son do all the chores at home. Don't tell your neighbors to remodel your house just because they broke your window. You can only be a champion negotiator if you are always fair and realistic with your demands and suggestions.

There may be times when you find that you cannot have the best solution in your favor. You will have to go for the second best solution. When things develop in this direction, be practical. Be contented with your blessings. Second, or even third best, is better than nothing at all.

Expect favorable outcome from a negotiation involving practical and feasible demands. It would be wise to keep to yourself big over arching dreams lest you scare off the opposing party. For now, just focus on doable and practical demands.

2. Aggressive Delivery

The manner of delivering the message also has an impact in the favorable turn out of negotiations. Your message must be expressed in a gentle but sure manner. You must be polite but firm. Don't be too aggressive or too defiant.

A good negotiator is always respectful and gentle in life. When you negotiate in an actual conflict, your message must naturally impart politeness.

If you err, ask for an apology. But if you have done nothing wrong or offensive, don't apologize. Don't keep on saying, "Pardon me" as a natural expression. Always begging for people's pardon needlessly gives you a weak and vulnerable image.

Being polite doesn't mean you must become weak or submissive. As you express these principles in the negotiations, always maintain your composure to sustain an impression of maturity and good breeding. Remember that your image can make or break a negotiation. It is part of the message. Being polite means that you are ready to sit down and talk in a civilized way.

3. Projection of An Inflexible Stance

As already explained earlier, firmness should always be accompanied by a readiness to take what is second best. There are times when you don't get your ideal outcome in a negotiation. Each party has his own ideal to vie for. When a stalemate is imminent, it's better to settle for the second best.

Many people think being flexible is always a negative compromise. It is also possible to be firm while being flexible. Settlement comes when both parties are willing to give something to meet halfway.

For instance, a house and lot costs \$50,000. The agent gets \$5,000 commission if he sells it at that price. The company must get nothing less than \$45,000. The agent finds a buyer who is ready to pay. The buyer will pay in cash and naturally wants a discount. No discount, no sale.

Standard for the agent is to sell the house at the price the company wants it sold. But if he remains firm with his ideal, he might lose his ready client.

Without compromising the company's price, he gets flexible with his commission and gives his client a \$2,000 discount.

Thus, you can see in this situation that being firm but flexible is really aimed at achieving a win-win situation. The agent wins the sale, the buyer gets his discount, and the company sells the house at the agreed upon price. Everybody's happy. This agent has the potential of a champion negotiator.

4. Greed

J. Paul Getty stated, "My father said: You must never try to make all the money that's in a deal. Let the other fellow make some money too, because if you have a reputation for always making all the money, you won't have many deals."

An important element in negotiation is fairness. Nothing reaches true settlement without the principle of fairness. Nobody would like to be the recipient of an unfair decision. No one wants to deal with a dishonest negotiator. A champion negotiator works for a solution that must be practical and workable for all concerned.

Chapter Four

Practical Techniques For The Champion Negotiator in Action

A champion negotiator performs a variety of roles and still stays true to the core. He can be a parent, spouse, boss, employee, teacher, and student, among others. Despite these roles, he remains true to himself – he is primarily a charismatic and master persuader whose aim is to work out a win-win situation for all the parties involved.

The Champion Negotiator As A Parent

1. Be sensitive to your children's needs. Be soft with what they need, but authoritative with what they desire.
2. Distinguish well between need and desire. Spencer Johnson, author of "Yes or No: A Guide to Better Decisions," states that a need is a necessity while a want is a wish.
3. Seldom ask favors. Do so only when the situation really calls for a favor to be asked. If not, learn to give out gentle requests. When it's late at night, for instance, and you have to wake your child up for an errand, that's a favor. You have to politely ask him. Be considerate. If he is not able, or if it's not that urgent, ask him the next morning. But if it is a child's duty, like helping you with something important to you, then gently request

something like, “John, please take this package to your aunt for me.” Use your authority gently, but firmly.

4. Call your children by their names or nicknames. Never address them as “Hey!” Use a caring, loving voice.
5. If you have to refuse a request or favor, be sure to talk about it in private. Be caring about it, and maintain eye and limb contact — hold their hands or put your arm around their shoulder. Be sure to listen to their side.
6. Be ready to soften your stance a bit at times. Be flexible with your policies. Remember that your children need to learn things by themselves.
7. Always let your spouse know about your dealings with your children. Your spouse may have something more tender and desirable for both you and your kids.

The Champion Negotiator As A Spouse

1. Keep in mind your wedding vows as you negotiate with each other: For better or for worse.
2. Remember that marriage must be centered on love. True love is more giving than taking.
3. You are partners, not competitors. Share views, visions, plans, and dreams. Reconcile them together.
4. Put your expenses in proper perspective. Money matters often put couples at odds with each other. Your marriage and family relationships are more important than money.

5. If what the other one wants irks you so much, try to laugh hard about it.
Think of something funny to calm you down before you continue negotiating.
6. Never ask too much favor. Never push your luck too far.
7. Be contented with what you have.

The Champion Negotiator As A Sibling

1. Always have your parent(s) as arbiter.
2. Maintain respect.
3. Let the other finish expressing his side before you speak.
4. Be more willing to compromise.
5. Remember, family solidarity is of utmost importance.

The Champion Negotiator As A Neighbor, A Classmate, Or An Officemate

1. Make others feel that they are better than you.
2. Always go for a win-win situation. You have to learn the value of self-sacrifice. Negotiating with these people is identical to negotiating in business deals.
3. Neighbors, classmates, and officemates are people you deal with daily.
Develop your patience more so you can establish lasting relationships with them.

4. There are rules and regulations in every neighborhood, school, and office. Be sure to know these things. In case of a dispute, you will know where you should stand.
5. Know these people around you. Watch their level of tolerance, maturity, understanding, etc. Know their strengths and weaknesses. This way, you can capitalize on their soft spots in a negotiation. For instance, knowing that a neighbor is fond of playing basketball can be a plus factor for you. By getting him to play with you, you'll have better chances of gaining his trust by building rapport.
6. Always assume a friendly disposition. Live a life of principle and correctness. The more people know you as peaceful and friendly, the more they will respect you, and the more you can avoid getting into any trouble with them.
7. In your negotiations with people, you will most likely go soft on some points. Prepare to humble yourself on such times.

The Champion Negotiator As An Employee

1. Know the rules and regulations of your office.
2. Know the personality of your boss or immediate superior.
3. In a negotiation, deal with your boss according to set rules and his personality. If he is a workaholic, work hard before you make demands so you can match his behavior initially. By matching his behavior, you are building rapport. You'll then have a better chance of getting what you want

from him. If he has a short temper, wait for the proper timing before you make your request. If you can't find a good timing, meekly approach him; then calmly but confidently express your intentions. If he gets angry and shouts, keep calm and let him finish his tirade before you speak again. Don't back out though. As long as you are not doing anything wrong, you can always express your views.

4. If the matter concerns only you, don't drag others into it. Know when to do it alone and when to do it as a group.
5. Always start a demand or request with a proposal letter. This will lessen pressures. Management will have enough time to think of your proposal. When the proposal is rejected and you really believe in your cause, you may start requesting for an audience with your boss. When the negotiation is at hand, prepare your message well. Prepare yourself well. Remember, you want resolution, not just confrontation.
6. Maintain respect during and after negotiations.
7. Whatever the turn out may be, always thank your boss. Never entertain hatred in your heart.

The Champion Negotiator As A Boss

1. Make clear company and office policies.
2. Do everything within the said policies and the labor code prevailing in your locality.

3. Be considerate with your employees. Remember that they have their own families to feed daily.
4. Remember that you, a family member, or a relative were once employees too.
5. Never talk down at your employees, especially in a negotiation.
6. Your employees' benefits contribute to your benefit. If you keep them happy, they will be more motivated to work for you more.

Regularly explain to them the business status. Be honest. Lying is a no-no for a champion negotiator.

The Champion Negotiator As A Business Partner

1. Always consider a win-win situation. Be ready to sacrifice for the benefit of everyone.
2. Aim beyond just personal gratification.
3. Always remind your partners of the partnership's mission-vision.
4. Never make demands outside of your partnership's goals and standards.
5. Negotiate as a friend, but don't take things personally.
6. Maintain respect. Even friends have to respect each other.
7. Bear in mind to achieve equality in all things.

The Champion Negotiator As A Seller

1. Be honest with what you are selling. You must believe and/or use your own products.

2. Charge the right price.
3. Know your product well.
4. Explain why your product is better. However, don't name other brands for the purpose of criticizing them.
5. Explain. Never debate with a customer.
6. Smile and be thankful, even when the customer doesn't buy the first few times.
7. Listen to the customer and agree with him often, but present nicely your points of view and explain your side.

The Champion Negotiator As A Buyer

1. Remember that it is your right to ask about the product. Do not buy anything you do not know about. Read the label. Know if it is indeed good for you.
2. Never engage in prolonged negotiations if you really do not intend to buy. You will just waste both your time and the seller's.
3. If you don't like the product, don't comment negatively about it. Just leave. They might sell better products in the future; so keeping healthy relationships with the seller can give you an edge when you do decide to purchase in the future.
4. If you can bargain for a lower price, ask yourself why you have to do so. Make sure you have a good and honest reason. Then you can negotiate with a good conscience. Don't negotiate for a lower price when you know

that the product deserves its present price. Some buyers don't want to see sellers earn an honest profit.

5. If the seller proves to be unfriendly to price negotiators, look for other sellers. If there are no other sellers, forget the product. Don't seek trouble just to be able to negotiate.
6. Remember that a good buy is an honest buy. Strive for the win-win situation.
7. Buy what you need. Negotiation skills ought to be used mainly for gains, and less for unnecessary whims and desires. If you abuse your skills this way, you will soon hurt other people with it.

The Champion Negotiator As A Teacher

1. Use your authority properly. You are in that position to discipline.
2. Don't abuse your authority. Don't take things personally. Consider a few concessions, but remember that pupils or students are in school to be trained. The school makes the programs, not them.
3. Listen well, even if you have to turn down some requests. Explain well why you must refuse some of their requests.
4. Always give students a second chance.
5. Remember also that experience is the best teacher. At times, you will have to give them what they are negotiating for.
6. Negotiate and operate within the policy of the school and the government.

The Champion Negotiator As A Student

1. Negotiate and operate within the policy of the school and the government.
2. Maintain respect.
3. Make everything clear and reasonable. Remember that most students are deemed too young and inexperienced in life. Be mature and responsible. Carry yourself well during negotiations — and throughout your student life. You need credibility.
4. Maintain good scholastic records and behavior so you can project a positive image when you need to negotiate something.
5. Be polite in all the course of your negotiations.
6. Be on time. Don't keep the other parties involved in the negotiation waiting for you. People remember mistakes more than accomplishments.
7. Don't identify yourself with unscrupulous groups or personalities that would mar your image.

The Champion Negotiator As A Suitor

1. The initial way to start a romantic relationship is to befriend the person you're attracted to. This is a proven thing.
2. Be sure to remember all special occasions: birthday, Christmas, New Year, Thanksgiving, etc. Later on, you can add to the list the birthdays or anniversaries of the family members. In this situation, you are still negotiating as a friend.

3. Be thoughtful always. Send special gifts even during days with no special occasions. Ask her often if she had lunch or supper. Be concerned. Call regularly. Frequently share ideas, plans, jokes, and your deeper self.
4. When the negotiation goes into a deeper stage, take her home from the office as much as you can. Visit her occasionally at home. Be interested to meet her parents and family.
5. This is the final stage of the negotiations - propose. By this time, the person should have a good idea of your special intention even without you saying it. Still, you need to say it. Keep calm and be confident, and make your message clear. Be ready to make sacrifices. Aim for a win-win solution.

The Champion Negotiator As The One Being Courted

1. Give everybody a chance to express love.
2. Befriend your suitors.
3. When an unfavorable suitor starts his courtship, reveal your feelings at once. But break it to him gently. Then continue to be friends.
4. To a persistent yet disfavored suitor, always try to be around with other people when you talk with him. If he visits, make sure you have other company with you. This is to gently discourage him without turning him away outright.
5. Don't keep receiving gifts from suitors you don't like. Be frank and say that you prefer him as a friend. If you keep on accepting gifts from them, you

will only incur trouble getting rid of him. Continuing to receive gifts may give them a hint that you're interested; you'll only have a difficult time negotiating your release from courtships you don't like.

6. When you find the right guy, make him negotiate long enough to test his true intentions.

The Champion Negotiator As A Participant In A Crisis

Say, you are suddenly caught in a hostage, suicide, emergency, or other critical situation. No one seems able to respond positively, except you. Help is on the way; but meanwhile, no professional help is visible. While waiting, you may do the following:

1. Pray as you proceed.
2. Keep calm. Tell yourself everything is going to be fine, but expect the unexpected. This is to lessen the effect of shock.
3. Initiate calmness by being calm yourself. Tell the people around you that everything is going to be okay. Each time you feel panic taking over you, tell yourself, "Stop! Everything will be fine, and this will soon be over."
4. In a friendly voice, ask the person concerned, "How are you, friend?" This first contact is crucial. Be natural. Don't let him see your urgency. Let him see that you are there just to listen and talk. However, never treat him or talk to him as one talks to a mental patient. Be normal and calm.
5. If you are negotiating with a suicidal person, keep distance from the troubled individual. Gradually go closer to him. If he tells you to stop, do

so. But keep on talking to him. Try to win his confidence and approval. TAKE YOUR TIME. DON'T HURRY. You cannot rescue a suicidal person by pressuring him.

6. If a person is seriously injured or confused, show a most peaceful aura and facial expression. Convey a relaxed persona, and don't let any sign of worry or panic exude from you.
7. Be optimistic. Talk about positive things. Keep on encouraging until professional help arrives.
8. While you are negotiating for the people concerned to calm down, make sure help is on the way. Don't pretend to be a hero by putting matters into your hands.

Chapter Five

When Negotiation Meets Persuasion

What is the basic difference between the two?

A thin line separates negotiation from persuasion. **Negotiation** involves reaching a win-win agreement where both parties walk away from the negotiating table feeling they have won. Both parties firmly take stands and work out a common ground through compromises and collaboration. In the middle of this is YOU -- the Champion Negotiator. A champion negotiator equips himself with persuasion skills in order to be effective in the negotiation table.

Persuasion, on the other hand, is the art of getting people to go along with your point of view. Simply put, you get people to see it your way. Of course, you will need negotiating skills to become a persuasive person. You can do that effectively by lending your ears. Dean Rusk said, "One of the best ways to persuade others is with your ears - by listening to them."

You cannot do all the talking in a negotiation. There will be times when you have to listen. On the other hand, you cannot persuade somebody if you both stand on your firm and differing beliefs. Negotiation ends with each participant having his own beliefs intact. Persuasion ends when one party is recruited to the other side of the fence.

Make no mistake - negotiation involves persuasion. Likewise, persuasion involves negotiation. Both persuasion and negotiation thrive on open communication.

Keeping Communications Open In Negotiations

The essential element in negotiation is to keep lines of communication open. Both negotiation and persuasion depend largely on making communications available to the parties concerned.

Here are some factors that help keep communication lines open:

1. An Effective Mediator

A mediator helps keep communication lines available. He invites and encourages disputing parties to always meet at the negotiating table.

In case of a father and son, the mother often stands in the middle. In other cases, there is an official mediator. He will inform both parties of positive developments leading to conciliation. A good mediator filters out negative things and sends out only the positive.

2. A Secret Desire To Reconcile

If both parties have a deep desire within them to settle, communication lines will remain open. Both will be receptive to whatever signs of communication are available from the other.

3. A Teachable Heart

If negotiators of both parties have teachable hearts, they will seek to be enlightened by the option that would lead to a settlement. Government

emissaries seeking settlement with rebel groups in their own countries sit down in the negotiating table even if no possible settlement is imminent. They try to form new ways of looking at each other. A continuous dialogue happens and they try to continue listening to each other's views.

4. Sincerity

If negotiators really want peace and are aiming for true reconciliation, they will continue negotiations.

5. Posterity

One party in a feud will give way if it has true concerns for the future of its other members. A quarreling husband and wife will communicate and reconcile if they think of their children's future. If they are selfish, they will easily give up on their relationship.

6. Available Technology

Modern technology also affords feuding parties more easy access to each other. Especially with the advent of cell phones and emails, fast and easy contact is made possible at the touch of the fingers.

7. Mutual Interests

If negotiators have common interests, disputing parties are more likely to stay connected even when at odds with each other. The nuclear arms race in the 1980s was stopped because of the common concern for the future. U.S.A. and U.S.S.R. sat down to talk about disarmament.

8. By Virtue of Creation

Humans were created to communicate. Our senses help keep us in touch with God and each other. Thus, there is no reason why communications would be unavailable.

Bonus: How To Use Communication To Persuade The Opposing Side To Your Way Of Thinking

This bonus section aims to go another notch in open communication. Michael Lee, author of the e-book **How To Be A Red Hot Persuasion Wizard ... in 20 Days or Less** (<http://www.20daypersuasion.com/>), shares techniques on how you can effectively use open communication to influence the other party to your way of thinking:

1. No one wants to be perceived as wrong. So never give the impression that the opposing party has the monopoly over wrong ideas. Try to identify their good points first before imparting your own viewpoint. Use the word “and” instead of “but”. Say, “Son, your request for additional allowance is ok. Transportation costs and meals are expensive nowadays. And the increase in allowance may result in further tightening of all our belts which is difficult at the moment”
2. Incorporate your own idea to theirs. Allow them to take the credit for your ideas. After all, the objective of negotiation is not who gets all the credits but the win-win resolution of conflict.
3. Be suave. Brute force is not effective. Refrain from using harsh and offensive words. You want to keep communication lines open, right?

4. Think before you speak. Think first before opening your mouth. Speaking before thinking may damage the relationship that you are trying to establish. Deliver your point in a non-offensive manner. Choose your words wisely.

Conclusion

John Fitzgerald Kennedy once said, “Let us never negotiate out of fear. But let us never fear to negotiate.”

Negotiation is a part of daily living. Most of what we say everyday are parts of negotiations. Life is a progressing process, which involves negotiations. As long as we negotiate, we progress.

It used to be that the world moved slowly. But today, we will be left behind if we do not respond to modern challenges quickly. Facing challenges means negotiating your way through life.

Success in negotiation occurs when you see two or more parties interact to reach a common ground. Both parties sense that their needs are met and both are committed to bringing the relationship at a higher level amidst opposing interests.

Again, a win-win mindset stems from the attitude that is willing to share victory. Win-win situations should not be taken as an outcome. Henry Boyle has this to say to you: “The most important trip you may take in life is meeting people half way.”

In summary, the champion negotiator drives his focus on win-win situations and he does this via three things: *developing charisma, efficient preparation, and mastering persuasion techniques.*

In addition, other requisites in becoming a champion negotiator are:

1. The patience to withstand the worst character.
2. The discipline to prevail under the worst scenario.
3. The maturity to understand complicated attitudes.
4. The loyalty to close ranks with your group even in extreme adversity.
5. The openness to see from the viewpoint of others.
6. The sincerity to maintain open communications.
7. The cooperation to reach a peaceful settlement, even to the extent of extreme sacrifice.

As a champion negotiator, you want to be surrounded not by cheering onlookers but by winners who join you in celebrating the success of negotiations. Victory is more meaningful when you maintain and enhance a meaningful relationship with the opposing party.

THIS IS YOUR ESSENCE AS A CHAMPION NEGOTIATOR.