

Negotiation Tricks

Using agreement (validating their point of view)

Affirming

Acknowledging where they're coming from

Adding something and handing back

Know your bottom line

– what you're willing to give away

Raising or lowering your status

Making an offer

Giving them what they want

Seeing things from their perspective

Building bridges:

Finding common ground

Disclosing something personal

Filling them in on the whole picture

Feeding the solution

When in doubt, say, 'Yes'

Making decisions, even wrong ones