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Top 10 Negotiating Tips

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We negotiate everyday, but some negotiations are more important than others. A negotiation aims to resolve a dispute through conference, discussion, and compromise. Use these tips to develop your own successful negotiation style.

1. **Take Your Time:** Make (or take if needed) the time to say in full what you wish to say. If urgent circumstances arise, suggest continuing the conversation at a better time. Do not rush or let others rush you. If you need to review notes before you continue talking, explain that, review your notes, and then continue talking. Do not accept being interrupted. Respond with a statement such as, "Wait. Let me finish what I'm saying and then I'll listen to what you want to say." Taking your time builds credibility.
2. **Know and Manage Emotion:** Recognize your emotional responses so that you can prevent them from taking over. Let your rational response be the only response. Recognize that your emotional response will have physical manifestations such as increased heart and respiratory rates, sweating, blushing, and the like. Above all, recognize that these emotional and physical experiences are common and typical. They happen to everyone, no matter what age or experience level. That means that the person with whom you are negotiating is having similar emotional and physical experiences as you.
3. **Have A Back Up Plan:** Always be ready to ask for something else if it becomes clear your request is unattainable.
4. **Simple & Clear:** Identify specifically what you want out of the negotiation and say it clearly to the person with whom you are negotiating. Make clear and concise statements.
5. **Aim High:** Typically, you get more if you ask for more. But, if your request is too high, you may get nothing. Preparedness will help you determine where to aim. You'll know in retrospect if you asked for too little because you will have gotten all that you asked for. Be ready to make one counteroffer. More than that is usually too much. A counteroffer does not need to be a response to an offer; it can be a completely different offer.
6. **Be Prepared:** Gather as much supporting information and data as you can. Be sure to document it. Not only will this assist in determining where to aim, but also it will assist to identify something that you can give in exchange for what you seek. Actually pick and practice the words you want to use. Anticipate what will be said to you and

develop possible responses for yourself. Once you have chosen the words, practice in front of another who can give you feedback, or at least make your presentation to yourself out loud. Build a strong foundation as early as you can. Preparation builds credibility, not only with others but within you.

7. **Respect:** No matter how a negotiation unfolds, it should not be taken personally. You should remain civil at all times, even if you need to end the negotiation because someone else has become uncivil.
8. **Put it in Writing:** Write up what it is you seek. This will help you clarify specifically what you seek. It will also make it easier for the other person. It will help assure that your message will not be misconstrued by word of mouth.
9. **Cooperate:** Approach the other person or people as if you need to work together to address a common issue. Do not approach or treat them as adversaries. Do not make demands of people. Instead, ask questions to elicit and guide the outcome that you desire. This approach engages others rather than forcing them to take sides or work against you.
10. **Do It:** Determine what you seek and go for it. The worst case scenario will probably be that you will get only the satisfaction of knowing that you tried and learn how you can do it better the next time. But, the best case scenario is that you will achieve what you asked, or close to it. Remember, if you had not sought it, you would have assuredly gotten nothing.

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