



Rapidly evolving economic and business conditions wreak havoc with our workload and schedules. Consequently, we find ourselves doing more negotiations on the phone and less face to face.

Here are the keys for improving your results in phone negotiations:

- ***Prepare - As always make sure that you are fully prepared in advance of the negotiation. Utilize some of the time you will save from face to face negotiations to ensure you are adequately prepared.***
- ***Do not participate in phone negotiations that you have not initiated and, therefore, are NOT prepared. If the other party calls you and tries to start a negotiation, do the following:***
 - ***Ask some questions to understand their interests, positions and background. Since they want to negotiate NOW they might be in a hurry and give you info that they might not otherwise provide.***
 - ***Do not answer any questions. If they have questions for you write them down and indicate you will get back to them.***
 - ***Indicate you do not have time to discuss any further. Set a time for a follow-up discussion and end the call.***
 - ***Prepare for the follow-up negotiation***
- ***Focus, focus, focus - forget your ability to multi-task. Eliminate all distractions prior to starting the phone negotiation and focus on the task at hand.***
- ***Confirm who is on the other end of the line. An unscrupulous negotiator might have additional people in the room and not tell you unless you ask. A really unscrupulous negotiator will lie to you when you ask.***
- ***Remember that with a phone negotiation it is much easier to call a time-out and reschedule if you find yourself in an awkward position.***
- ***Take notes and send an e-mail that restates the discussion and any agreement reached.***

APD's Strategic Negotiation Course is focused to provide buyers and sellers in manufacturing companies with tools and strategies to improve their negotiation results. For more information, call 734-927-0836 or e-mail jburriss@apurchasingqd.com.