

Negotiation

I know the weekend is better for you but there isn't always a lot of traffic then and I need to practise driving on busy roads. What about one lesson on the weekend?

Negotiation involves everyone willingly solving a problem by listening and sharing ideas. Your goals are achieved and others' goals are achieved.

NEGOTIATION TIPS

- Make sure you know what you want – your goal.
- Think about what the other person may want.
- Choose a good time to ask.
- Ask the other person to consider your request, pointing out how it will help both of you.
- Be assertive. Keep looking at the other person, smile, use a confident voice and stay calm.
- If you can't work out what the other person wants, ask them.
- Have a few reasons or information ready to support your position.
- Be firm and polite on what you can or cannot do, want or do not want.
- Listen carefully to the other person and watch their body language.
- Tell them that you understand their point of view but want them to consider yours.
- Try for a win-win result.
- Meet your side of the bargain.

WHAT WON'T WORK

- Using a grizzling, whingeing or demanding voice.
- Threatening, insulting or getting angry.
- Negotiating in a hurry or under pressure.
- Thinking about the situation negatively before entering the negotiation.
- Giving up if your first attempt isn't successful.