Negotiation Techniques

The following general principles must be remembered and applied to negotiations for any site, service, or supplier. By following these simple guidelines, a meeting manager can utilise the methods and lessons of meeting management in a more efficient manner.

Remember !

**Core Principles:**

- Present and maintain a professional attitude
- Control stress and tension
- Avoid politics and egos
- Take time to gather all the facts and requirements beforehand
- Meet with people who have the authority to make decisions
- Know all the (relevant) Do's and Don'ts

**DO**

- Define the purpose and objectives of the meeting
- Know the event/project
- Have printed copies of any relevant paperwork
- Possess the authority to make a decision
- Make key contacts who 'are' able to make decisions
- Follow up appropriately and frequently
- Obtain peer referrals
- Communicate with clarity and outline everything in writing
- Make all agreements part of the written agreement
- Be ethical
- Ask questions
- Listen and pay attention
- Minimise all distractions
- Know the budget
- Where relevant, verify all legal/legislative requirements

**DON'TS**

- Sacrifice quality for cost
- Make unreasonable demands
- Insist on being the final authority
- Be inconsiderate of the suppliers need for profit/business needs
- Escalate and overestimate needs
- Hesitate to ask questions
- Be apprehensive about negotiating for everything required
- Promise what cannot be delivered
- Lie or misrepresent
- Jump at the first offer
- Pass up a good deal based on a personality conflict
- Be intimidated

Source: based on *Professional Meeting Management 3rd Ed*, pub by the Professional Convention Management Association