



Soft Skills Top Tips

Negotiation

Introduction

Negotiation is one of the most important soft skills a Procurement person can learn. Preparing for a negotiation is vital and can make the difference between a negotiation failure or success.

Use these top tips to ensure you utilise the soft skills required to conduct a successful negotiation:

- ☐ Negotiations can be vast and complex - take time to prepare
- ☐ Make sure you have the knowledge and skills required to negotiate
- ☐ Find a style which you are comfortable with to conduct negotiations but vary it occasionally
- ☐ Avoid becoming predictable or the opposition will be able to work you out
- ☐ Know your opposition and who will attend the negotiation
- ☐ Know your facts and anticipate questions
- ☐ Always be honest
- ☐ Venue and surroundings are important for a perceived advantage
- ☐ Aim for a Win:Win solution
- ☐ Compromise if necessary – give to receive
- ☐ Be aware of any cultural differences – research these in advance as being unaware of cultural differences can offend
- ☐ A style of negotiation may work successfully in one instance but not another
- ☐ Be equitable and fair but don't give in
- ☐ Give yourself plenty of time
- ☐ Know the parties relative strengths and weaknesses in relation to the negotiation

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