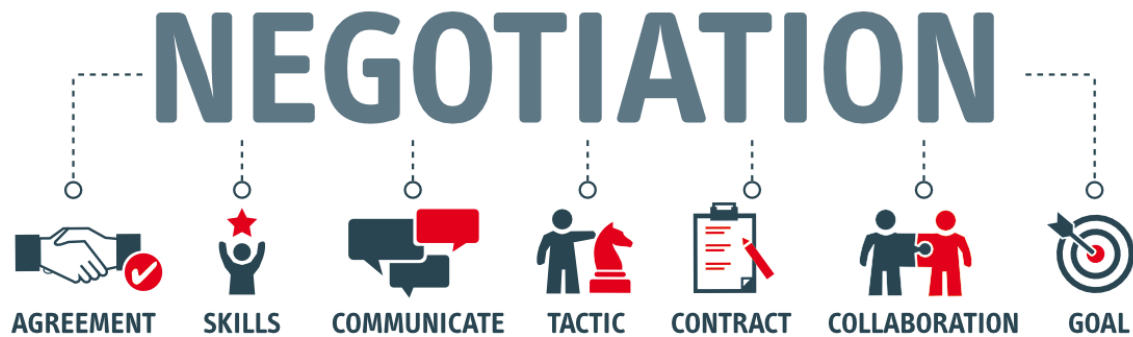


NEGOTIATION SKILLS



Study Questions

Study questions are designed to reinforce your understanding of the lesson material. Please create a Microsoft Word document and submit your completed study questions to the instructor via email. Black text questions signify that answers can be found in the lecture material.

Module 1

1. What is your current professional role?
2. Are you responsible for negotiating matters? If so, please provide type (i.e., purchasing, labor, financial, retail)

Module 2-5

1. Briefly discuss what kind of negotiator are you, and why?

Module 5-10

1. Identify a job that you would like to have, or use the job that you currently have. Imagine you have been offered this job, but the salary is about 15% below the market rate for this type of job.

Briefly explain the strategy you expect to use in the negotiation.

2. Identify a car that you would like to purchase. Imagine you and your family are at the car dealership with a very aggressive sales professional. He is pushing to sell you the car for \$50,000, but your budget

is \$40,000.

Briefly explain the strategy you expect to use in the negotiation.

3. You are the Purchasing Manager buying polyethylene film for food packaging. You are sole sourced for this commodity. Your supplier has sent you a 10% price increase letter.

Briefly explain the strategy you expect to use in the negotiation.

4. You are the Services Manager buying cleaning services for the company. You have 2 service providers.
Service Provider 1. The best cost but least flexible
Service Provider 2. The highest cost but most flexible

You are trying to negotiate a new contract. Briefly explain the strategy you expect to use in the negotiation.