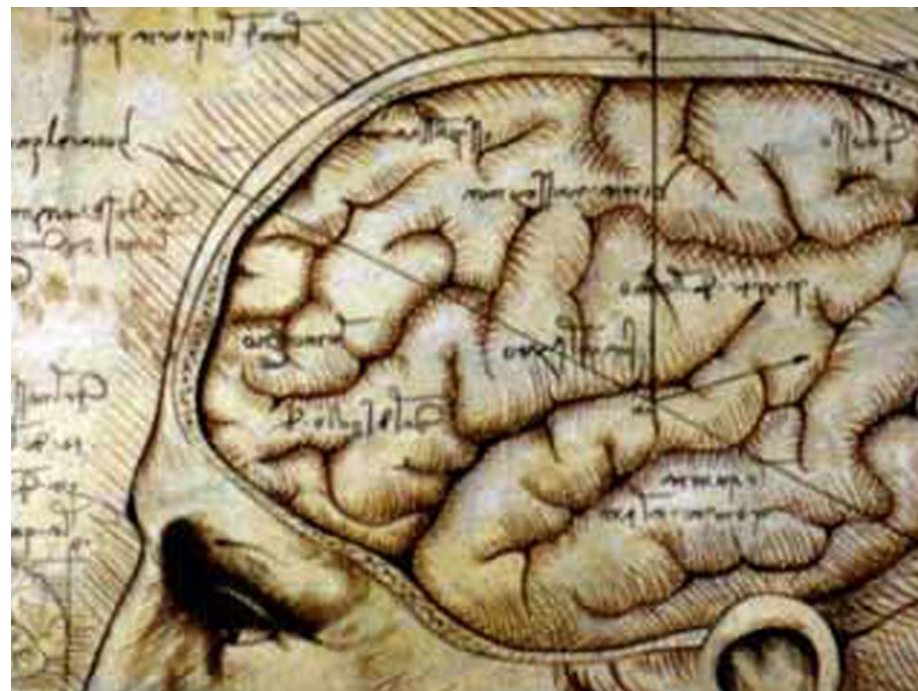


The art of creative negotiation



Research, Research, Research



4 possible results :

1. Offer rescinded
2. No movement
3. A compromise
4. Meets or exceeds



4 key factors

Tone



Order



Timing



Content



Practice, practise, practice



Questions and Answers

