Negotiation Skills and Tips

**Listening skills**
- Listen carefully and observe the other side’s behavior.
- Poor listeners miss opportunities!

**Analytical Skills**
Analytical Skills are basic for problem-solving situations.

**Be professional and control your emotions.**
A loss of control could cause you to think irrationally, to loose negotiations and can lead to unfavorable results.

**Problem-solving skills**
It is very important to have the ability to identify the problem and to find the way to solve the problem.

**Persuasive skills**
Use both verbal and nonverbal persuasion and influencing skills.

**Be patient and respect the other side**
- Always be respectful to your opponent. Be patient even if the other side is not. Your behavior during business negotiations make impressions.
- Keep calm. Use tact and diplomacy.
- One of the aims of negotiations is to make good business relationships.

**Communication skills**
To succeed in business negotiations, you have to communicate clearly and effectively.