

PHOENIX TRAINING GROUP

METHODS for a SUCCESSFUL NEGOTIATION

L.A.S.T.

LISTEN.....to a person's complaint or point of view with genuine concern.

APOLOGIZE.....on behalf of the Organization and that you're are sorry to see them go through this.

SOLVE.....by formulating in your mind of how to tactfully explain how you will try to assist them.

THANK.....the person for bringing their concerns forward and allowing you to assist them.

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ENGAGE.....Approach with an official and 'interested' manner, then introduce yourself.

EMPATHIZE.....Listen to their concerns and repeat them back, apologizing when necessary.

EDUCATE.....Explain what you **can** do for them at the moment, limits you may face, but that you will try your best to help.

ENLIST.....When formulating a compromise, ask for their help in making this into a Win-Win situation "If I do (this) for you, will you agree to do (this) for me?"

WIN-WIN Situation:

Creating a mutual compromise between two adversaries, resulting in a beneficial outcome for both parties. Keep this in mind for **every** customer contact you have.