



Negotiation Skills for IT

IT managers negotiate with vendors about price, delivery dates, service levels, and a myriad of other topics. IT managers also negotiate with their business users on everything from budget, to software application features. As a result, negotiation skills are a key element of both IT organization success and individual IT manager career enhancement.

This class describes negotiation styles, keys to successful negotiation, how to deal with difficult negotiation tactics, and other related topics.

Important concepts

- Win-Win, Win-Lose, and Lose-win
- Distributive vs. Integrative negotiation
- Competitive vs. Cooperative negotiation
- Needs vs. Wants
- and more ...

Negotiation preparations

- Understand what you're negotiating
- Know your objectives
- Know your bottom line
- Know your ability to walk away
- and many more ...

Negotiation strategies

- Look for mutual gain
- Invent creative options
- Negotiate problem not person
- Trade effectively
- and more ...

Handling difficult tactics-advantages/disadvantages of. . .

- Threats
- Withdrawal
- Pressure for quick decision
- Nibbling
- Cries poor
- and more ...