

Negotiation Techniques

ASSESSMENT

Total Marks: 30

Q:1: Short Questions: (15)

- i.** What is the difference between bartering and negotiating?
- ii.** Give at least five examples for closing questions.
- iii.** Outline the key skills of an effective negotiator.
- iv.** Outline some effective negotiation techniques.
- v.** Discuss the stages of negotiation process.

Q: 2: How would you handle the following situations: (15)

- a.** The customer asks a question and you don't have a ready answer.
- b.** You have to say no to a request.
- c.** Your computer has slowed down to a crawl and the customer is getting irritated.
- d.** The customer has unreasonable or even outrageous expectations that you cannot fulfill.
- e.** The customer becomes angry for reasons you can or cannot determine.