



## **[Frequently Asked Questions]**

### **Negotiation Skills and Effective Communication**

<b>Subject:</b>	Business Economics
<b>Course:</b>	B. A. (Hons.), 1st Semester, Undergraduate
<b>Paper No. &amp; Title:</b>	Paper – 104 Business Communication
<b>Unit No. &amp; Title:</b>	Unit – 5 International Communication
<b>Lecture No. &amp; Title:</b>	Lecture – 2 Negotiation Skills and Effective Communication

## **Frequently Asked Questions**

### **Q1. What does the word negotiation mean?**

**A1.** The word Negotiation means, "A discussion intended to produce an agreement".

### **Q2. How does negotiation play an important part in everybody's life?**

**A2.** Negotiation plays a major role in almost everybody's life. At some point or the other, almost all human beings enter into negotiation. In the perspective professional life, one would think of negotiation in the areas of contract, labour, wages, deadlines, work load, etc. In the personal sphere, one would negotiation in the areas of social responsibilities, social gatherings, medical treatment, ethical and moral bindings, etc.

### **Q3. Define Negotiation Skills.**

**A3.** "Any discussion that requires a decision at some level with an expected or unexpected outcome involves and requires negotiating skills."

### **Q4. Which are the components of successful negotiation?**

**A4.** The components of Successful Negotiation are

- Preparation
- Communication Skills
- Emotional Control
- Final Negotiation: Closing the Deal

### **Q5. What is the role of preparation in Negotiation?**

**A5.** In any aspect of life, preparation plays a major role. Preparation builds strength and knowledge. It allows us to know more details of the issue to be negotiated. As per the need, we may also gather details of such situations in other companies and support our negotiation by citing such issues.

**Q6. Which care should the parties in negotiation take?**

**A6.** The only care, which both parties have to take, is not to allow the other to enforce upon the former their demands beyond their ultimate compromising limits.

**Q7. Mention the key to communication skills.**

**A7.** The key communication skills, which are necessary for effective communication during negotiations, are:

- Dynamic or active listening
- Lucidity of message
- Non-verbal approach

**Q8. Explain Lucidity of message.**

**A8.** Lucidity of Message:

A negotiator, unless it is a negotiation to buy time, must fully endorse to the saying: "Language is a medium to express not impress". The negotiator has to develop a chronology of the thoughts to be presented in a very easy language so that the other party understands each message clearly and does not assume anything to be fishy in the matter.

**Q9. Explain Non-verbal aspect of communication**

**A9.** Researches after researches have proved that 90% of the effectiveness of communication is its non-verbal aspect. The

nonverbal aspect comprises body language, para-language, gestures and facial expressions.

**Q10. Explain Emotional control.**

**A10.** The very concept of negotiation comprises situations that we may be weak in handling. We may come across issues, which we do not like at all. We may come across, discussions which may lead to some personal comments.

Overcoming such situation with proper emotional control is the most important attribute during negotiation. However, there is no one single surest remedy to overcome emotional outburst. But the best is to take a "Time-out". This will give time to overcome your emotions, may be you can collect more information by going out of the room to collect a file or to freshen up.