

Barrier	Cost/Impact to Company	Solution
<p><b>Shift responsibility</b></p> <p><i>It's not me. The other guy is "hardnosed", "difficult", or "unprofessional".</i></p>		<p><b>Take appropriate responsibility</b></p> <p>Focus on individual communication and negotiation skills. Different choices will have a positive impact.</p>
<p><b>Excuses</b></p> <p><i>This is a one-time event (bad deal, lost an important deal, angry customer-supplier etc.). It won't happen again.</i></p>		<p><b>Plan for the process</b></p> <p>Easy to follow negotiation planning process. Help identify issues that lead to "bad deals" or "lost deals".</p>
<p><b>Hopelessness</b></p> <p><i>It's always been this way. There's nothing we can do about it.</i></p>		<p><b>Change mindset and skill set</b></p> <p>Focus on what individuals can control and improve communication and negotiation skills.</p>
<p><b>Conflict fallback position</b></p> <p><i>If this doesn't work out the way I want, I'll just get my manager, (your manager, or our legal team) involved.</i></p>		<p><b>De-escalation</b></p> <p>Develop skills to create an atmosphere to solve problems at individual level.</p>
<p><b>Not negotiating (arguing and posturing)</b></p> <p><i>I'm right! I'll just convince them that I'm right.</i></p> <p><i>Our position is that we have to . . . .</i></p>		<p><b>Negotiate</b></p> <p>Develop communication skills to support the back-and-forth negotiation process.</p>
<p><b>Other?</b></p>		