Negotiation Do’s & Don’ts

DO

• Present and maintain a professional attitude
• Control stress and tension
• Take time to gather all facts and requirements beforehand
• Meet with the proper hotel or site people who have the authority to make decisions
• Define the purpose and objectives of the meeting
• Know the event
• Have printed copies of meeting plans available
• Make key contacts in all services and sites
• Follow up frequently
• Obtain peer referrals
• Contact union stewards before an event at a union venue
• Communicate with clarity and outline everything in writing
• Make all agreements part of the written contract
• Possess the authority to make a decision (or sign a contract)
• Be ethical
• Ask questions
• Minimize all distractions
• Verify all legal clauses of the contract with an attorney
• Know the budget

DON’T

• Sacrifice quality for cost
• Make unreasonable demands
• Insist on being the final authority
• Be inconsiderate of a supplier’s profit margin and business needs
• Escalate and overestimate needs
• Hesitate to ask questions
• Be apprehensive about negotiating for everything required
• Promise what cannot be delivered
• Lie or misrepresent
• Jump at the first offer
• Pass up a good deal based on a personality conflict
• Be intimidated
• Hesitate to advise the facility of changes