

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