

Tough Customers

Yicheng Fang



Tough Customers:

Negotiating with Tough Customers Steve Reilly, 2016-06-22 A guide to holding your ground with hardball negotiators from a talented advisor with a rare ability for connecting people with ideas Patrick Lencioni bestselling author of *The Five Dysfunctions of a Team* Negotiation is the middle ground between capitulation and stonewalling a back and forth between two parties trying to reach agreement If a price or other term is non negotiable there is no give and take just take it or leave it You may think you are negotiating but if the other side isn't playing you aren't either Regardless of the industry situation or product the two most common mistakes negotiators make are 1 they give ground too easily and 2 they get nothing in return When dealing with tough customers it is even more important to be able to defend your position and bargain for reciprocal concessions *Negotiating with Tough Customers* provides proven methods for holding your ground against seemingly more powerful negotiators But it goes further making sure that when you do give ground you get equal or better value in return Using a cooperative collaborative approach in a hardball negotiation just doesn't work Tough negotiators will play win win but only if they have nothing to lose *Negotiating With Tough Customers* will make you a better salesperson by making you a better negotiator and vice versa

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