

Negotiation Tips

Negotiating a solution to an issue can save everyone time, stress and money. It also gives you control over the outcome. Here are some tips for how to negotiate a solution to an issue.



Prepare

Before you start to negotiate with the other person or organization, think about:

- What is the issue? (Focus on the issue, not the person or organization it's with.)
- What things do you agree on?
- What outcome do you want? (Brainstorm some possible solutions.)
- What might the other person want?
- What would you be willing to compromise on?



Negotiate

Negotiation doesn't have to be scary. It can be as simple as inviting the other person to talk about the issue, and coming up with ideas about how to solve it.

You could call them, meet in person, or send an email or letter. Consider what method would make both of you comfortable and lead to a productive discussion.

Here are some suggestions for starting the conversation:

- Explain that it's important to you to resolve the problem, and why.
- Let them know you want to better understand their point of view.
- Mention any common ground you identified during your preparation. What things do you agree on?
- Ask what's most important to them.
- Invite them to brainstorm ideas on how to solve the problem together.





Make a written agreement

Did you reach an agreement about how to solve the problem? Great!

Putting it in writing will help everyone remember exactly what you agreed on. It could also be useful evidence in a CRT claim or legal action, if needed.

Your written agreement should include:

- What each person agreed to do
- Any deadlines for doing those things
- What happens if they miss the deadlines
- Any payment amounts, what they're for, and how and when they must be paid

Everyone should review and sign the agreement, and get a copy.

Here's a sample written agreement:

John Jones agrees to pay \$515.20 in cash to Sonia Singh by December 1, 2021. This is a full refund for the Acer laptop Sonia bought from John on November 19, 2021.

Sonia agrees to return the laptop to John after she receives the full refund. Sonia agrees to deliver the laptop in person to John by December 5, 2021.

Signed by John Jones on November 25, 2021

Signed by Sonia Singh on November 25, 2021

