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questioning 问一些有建设性的问题 问一些有建设性的问题是成功协商议题的基石。这是给了双方一个机会来表明双方各自在关键议题上的态度，例如目标及期望。多问一些开放式的问题将可以尽早给予彼此阐述观点的机会。例如，你可以这样问 "What are you hoping to achieve today?" Recovering from offending someone 克服对方敌对意识 谈判中往往会遇到对方强烈的敌对意识，这时候你必须设法克服它。通常的方法是接受对方的“排斥”，但将之转化为正面的作用。你可以说 "If I seemed sharp a few moments ago, be assured that it was only due to my determination to make this work." Showing humility 展现亲和力 谈判是双方沟通的过程，所以必须避免陷于一连串 "I'm right, you're wrong" 的情形。展现亲和力尊重那些对象，千万不要装做已有所有答案，请把一些议题的控制权让给别人你可以说 "That's more your area of expertise than mine, so I'd like to hear more." Recovering from negotiation breakdown 让谈判“起死回生” 当对方因愤怒、怨恨或不愿意聆听而使得双方关系濒临决裂的时候，要特别注意à回具有建设性的对谈。承认错误并且展现诚意是让谈判起死回生的好办法。你可以说 "What happened last week was unacceptable as it was unintentional. Shall we move on?" In business, skilled negotiation can be the difference between making a million dollar contract and being fired. Here are some effective pointers to help you

come out on top in the negotiation process. "#F8F8F8" 100Test 下载
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