

Negotiations paper assignment



Running Head: Communication and Personality in Negotiations

Communication and Personality in Negotiations University of Phoenix Marco Valverde January 25, 2010 Abstract Use selective concepts and terms from chapter readings to prepare a word paper in which, the paper will describe negotiations that you have participated in (in example sales, purchase of home, car, salary etc.). In this paper analyze roles of communication and personality in negotiation and how they contribute to detract the negotiation.

Communication and Personality in Negotiations

The paper is will demonstrate a short tale rather than an assignment. It will narrate the story of how a man was treated when doing his taxes, when he went to do his taxes and how I was able to assist him in this matter. The Situation The story began when my friend's dad, Thomas, had back taxes due since 2007. Thomas had gone to at least twelve different tax firms before he was referred to me. Thomas took the information back to his house that I had gave him and asked for his son' advice on how my services where and how to proceed.

Thomas and his son looked over websites and books and determined what would be the best price and came to a conclusion I was the cheapest.

Thomas took all the information that he and his son had gathered and went back to the firm. Upon arriving, Thomas thought it clearly one last time.

Negotiations Begin Thomas walked into the tax firm, confident and self assured; as he waited to be helped, he surveyed all the different Certified Public Accountants (CPA). Thomas stood silently for a few minutes anxiously waiting to start the process, much to his dismay he was overlooked as the CPA's ignored his presence.

Thomas then asked someone to help him; he was passed from Accountant to Accountant until finally one of the preparers asked what he wanted. Thomas proceeded to tell the person of his desire to complete his back taxes, the discussion lasted only a few minutes. The preparer told Thomas the prices of the services and told him that he would only negotiate if he had some forms completed. Thomas told the preparer that this was all documentation he had and if they wanted to start the negotiation between him and the IRS.

The preparer laughed at Thomas and sent him on his way. Thomas stood outside the office for a moment and decided to go back in and ask why he was not able to start the negotiations. The preparer again laughed and just shrugged Thomas off. I was over hearing this and could not believe the situation that was going on. If the preparer just had listened to his situation like I just have, he would understand that Thomas was not capable of completing the paper work needed to start the process on his own. Thomas needed help, and it was obvious to the average person he did.

I walked on over to Thomas, gave him my name and title and listened to what he had to say and how he felt. Listening skills is a very important role of negotiating. How could anyone negotiate for Thomas with the IRS if anyone did not know his situation? After a while of putting my skills to the test and observing every detail Thomas was telling me I came to conclusion that this was not a case of back taxes but a case of mistaken identity by the IRS. Thomas had a Tax Identification Number (TIN) the past three years since he yet had a Social Security Number.

When he became a citizen he was issued a SS number which his name was audited and the IRS had claimed he had been working since 2007 and had yet done his taxes. The reality was that Thomas had done his taxes just that he had been using a TIN number since he had yet retained a Social Security number. Conclusion At the end of this situation the negotiation with the IRS was smooth and with no problems. I just had to give them the old Tax Identification Number from Thomas that showed he was unable to do taxes but was paying all legal taxes from his paycheck, meaning that all taxes were being taken out of his paycheck.

By using my skills and key concepts of negotiating I was able to understand the situation, and know that he had not done anything wrong but just a misunderstanding by the Internal Revenue Service. If the tax preparer had just listened to Thomas he would of known this and could of helped him the same way, lack of negotiating skills and lack of key concepts, like listening, communication and observing every detail was the preparers fault.

I used the same skills to negotiate with the IRS as well so they can let Thomas off the hook and explain to the IRS that this has been Thomas first year of tax preparation and had no idea what he had to do, but he sure had been paying his taxes. I did the something with the IRS, listened so I can communicate better and negotiated the perfect deal, Thomas got off and at the end I made a client for life. Thomas also helped me out, gave me the confidence to leave the company and start my own firm which now I help a lot of people and I never shrug anyone off regardless the situation or the matter.

If I can not help them I will refer them to someone who can. Reference:

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