

Keeping a client

[Business](#), [Management](#)



Keeping a Client Number: Lecturer: Keeping a client a) In this case, we have two pending deals. One that is almost complete in favor of Mr. Black and another which is threatening to derail the first agreement, in favor of Ms. White. An agreement template is a document outlining the deal by parties with specific responsibilities and privileges to both parties as expected after negotiation terms have been agreed. Agreement templates are tailored for specific parties as it considers specific issues which aren't universal. In this case, therefore, I should let Ms. White know that her needs are not the same as that of Mr. Black and that her particular situations will be negotiated in the upcoming months and tailored to her needs (Carrell & Heavrin, 2008).

b) I would react to Ms. White's demand for limiting my time at the site, by presenting to her the amount of work to be covered through the process of negotiation to closing. By letting her know the contents, maybe contained in agreement template in favor of Mr. Black and the time it took through that negotiation, she should appreciate the time needed.

c) Ms. White apparent problem here is the fact that she could be facing opposition from establishing a retailer shop. First step is to identify her problem, verify it alongside defining this problem and analyze. After proper analysis has been conducted, then the last process before implementing is to identify an alternative which can have a better outcome than what we have already identified. If the alternative is better, then it means we have to shift to the alternative, but if it is of less value then we have to implement the first option (Carrell & Heavrin, 2008).

d) Ms. White has already had a pre-conception about what we are supposed to negotiate hence it might be had to get her out of the situation. But to

avoid this situation, I will have to frame her issues differently to her specific needs that are different from that of Mr. Black. I should be able to frame in terms of gains she should be benefitting from particular and unique to her preferred site (Education, 2014).

e) As mentioned in (d) above, the benefit is our goal, in comparison to the barriers along the way. The best technique, therefore, in closing this deal with Ms. White is by using problem-solving mediation approach. A conflict is already in existence between us, a problem too exists, due to incompatibility of our interests. So we will assess the conflict and define the differences. In our case, the problem is opposition to her location while our conflict, too, is her apparent position of limiting my negotiation time. Therefore, we endeavor ourselves in solving her problem which will mean that our conflicting interests will be solved along the way by seeing the need to spend more time in problem-solving (Education, 2014).

Works Cited

Carrell, M., & Heavrin, C. (2008). *Negotiating Essentials: Theory, Skills, and Practices*. Upper Saddle, New Jersey: Pearson Prentice Hall.

Education, M. G. (2014). *Assessment and Teaching of 21st Century Skills: Methods and Approach*. (P. Griffin, & E. Care, Eds.) Melbourne, Australia: University of Melbourne.