

ASA American Staffing Association

Unlock the Secrets to Effective Negotiating

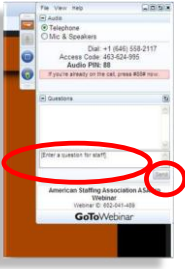
ASAPro WEBINARS

Feb. 7

ASA American Staffing Association

How to Ask a Question


- Questions Panel
 - Type your questions into the Questions panel and click Send.



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How to Submit Your CE for This Webinar

- Visit the ASAPro home page at americanstaffing.net/asapro.
- Log in to your ASAPro account.
- Click on CE Submission Form.



Unlock the Secrets to Effective Negotiating

Joy Baldridge, CPC, CSP



Be A More Effective Negotiator

- Those who prepare most win
- Those who ask the questions have the power
- People are persuaded most by their own words



Reach More Win/Win Outcomes

- Help people think and improve
- Ask Questions and Listen
- Don't say, "No" for the client/candidate



Essential Questions

- What did you have in mind/envision?
- What is most important to you about...?
- Why is that? Anything else?
- Really? Tell me more... How so...?
- I was wondering/curious...
- What would prevent you...?
- What is the likelihood that...?
- When?



Effective Listening

Pop Quiz:

- Do you speak more than you listen?
- Do you interrupt people?
- Do you judge or criticize?
- Do you think ahead?
- Are you quick to give advice?
- Do you pretend to listen when you are not?



Active Listening

- 100% responsible
- Mirror and check
- Baldridge Bounce
- Don't Speak



Success with Less Stress

- Get rid of your WAFs
- Cut the worry wires
- Watch your OGIVE



Success with Less Stress

The OGIVE Curve is a Cumulative Frequency Curve
Plot it to controlling the ups and downs of your day

- | | |
|--------------------------------------|---------------------|
| X Made a placement | |
| X Got an offer | POSITIVE OGIVE |
| X Took a great job order | |
| X Had a fall off | Stay Above the Line |
| X Candidate is a no-show | NEGATIVE OGIVE |
| X New client wants 6 month guarantee | |



10 Top Characteristics of Win/Win Negotiators

- 1) Prepare Thoroughly
- 2) Leave Room
- 3) Negotiate with Limited Authority
- 4) Are Patient
- 5) Think of Negotiation as a Fun Game
- 6) Ask for Something in Return
- 7) Are Prepared for the Outrageous Request
- 8) Ask Good Questions
- 9) Listen Carefully
- 10) Don't Speak



And Finally...

- Follow-up, Follow-up, Follow-up
- Possess passion, enthusiasm, determination and knowledge
- Never give up!
- Enjoy the process



It Will Never Be Yesterday

What's the one thing you can do to further your success in win/win negotiating?



Go confidently in the direction of your dreams! Live the life you've imagined. As you simplify your life, the laws of the universe will be simpler.

-Henry David Thoreau



Q & A

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American Staffing Association

Thank You for Attending

- Today's webinar has been recorded.
- Recording will be available within two weeks.
- Visit **ASAPro**—the ASA professional development center to listen to the recording.





American Staffing Association

Upcoming Webinar

- Feb. 19: The Art of Behavioral-Based Interviewing
- Feb. 21: How to Design and Implement a Successful Disaster Recovery Plan
- Feb. 28: Minimize the Drama in Your Office

These ASAPro webinars each qualify for 1.0 active CE hour

