

Scotwork<sup>®</sup>

since 1975

# Negotiation Skills Capability Survey

Have you ever asked yourself how well your team or your organisation negotiates? The N.S.C.S. will benchmark your people against our assessment of best practice worldwide and provide a report to help you to understand strengths and development needs.





# Negotiation Skills Capability Survey

## BUILDING ON SUCCESS

How effectively does your team or organisation negotiate?

Are they below, on par with, or above our global best practice benchmark? What are they really good at, and where do they fall short?

Our online survey tells you how capable your team or organisation is, and where and how to maximise negotiation performance.

### Taking the survey

50 critical negotiation behaviour and style points to:

- Explore how effectively they prepare
- Review how they present their own case and take account of others' needs to achieve deals
- Understand how the organisation empowers people to reach agreements
- Evaluate your people's own view of the quality of the deals they achieve and their effect on continued relationships with your customers, suppliers or staff
- Discover the behavioural dynamics of how your people conduct a negotiation and the effect they have on outcomes

### N.S.C.S. gives you a comprehensive, factual and concise answer to your questions:

- How effectively does my team negotiate?
- Are there common issues to fix?
- Where are the gaps in competency or training?
- What are the priorities for skills development?
- How do we benchmark by function, division or sector?
- How do our internal divisions / functions / regions compare?



## OUR FINDINGS

Negotiation outcomes rarely hinge on a single big moment, they're shaped by consistent habits and behaviors. When leaders have visibility into how their teams negotiate, they gain a practical roadmap to protect value, improve consistency, and reduce risk before it shows up in results. Below are a few common findings we see in typical negotiators—how do they stack up against your team?

- **Fact:** 41% think their negotiating results always create long-term value for the business
- **Impact:** Most negotiators are unintentionally trading long-term value for short-term agreement making deals more vulnerable to unnecessary concessions.
- **Fact:** 24% establish at the outset of the negotiation what the other party wants
- **Impact:** When negotiators focus primarily on their own needs, they miss opportunities to leverage the other side's priorities and create value.
- **Fact:** 60% at some time enter negotiations with no intention of making any form of concession
- **Impact:** A “no concession” mindset often leads to reactive, unplanned concessions later resulting in weaker outcomes.
- **Fact:** 32% think the relationship has been strengthened when they complete a negotiation
- **Impact:** Negotiations are opportunities to build trust and strengthen relationships with partners and stakeholders you work with repeatedly.
- **Fact:** 32% always know what questions they will ask when they meet the other party
- **Impact:** Poor planning leads to longer negotiations, missed opportunities, and unnecessary value erosion.
- **Fact:** 18% have a fallback plan if they cannot get a deal
- **Impact:** Without a clear walkaway position, negotiators create self-inflicted pressure that leads to avoidable compromises and bad deals.

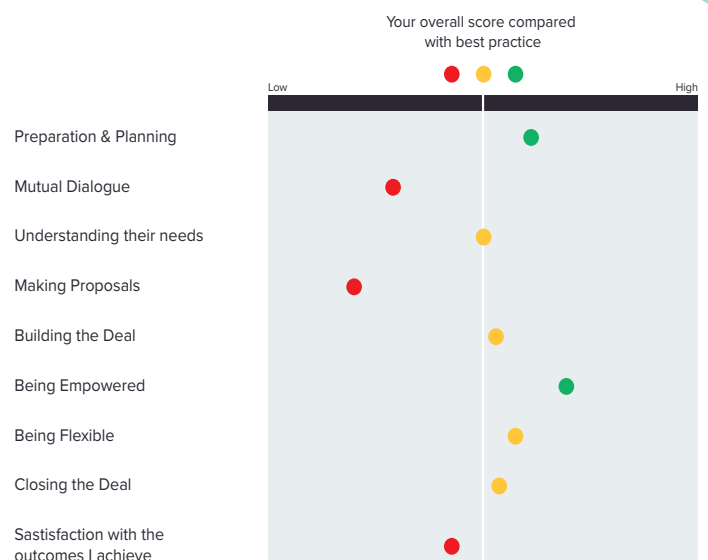
## THE SURVEY REPORT

The report focuses on nine areas of negotiating and compares the results of your respondents with what Scotwork defines as “Best Practice”.

It offers conclusions and recommendations to develop the team or organisation's negotiating capability, providing critical insights before and during their skills development programmes.

### Results Presented in 9 Different Categories

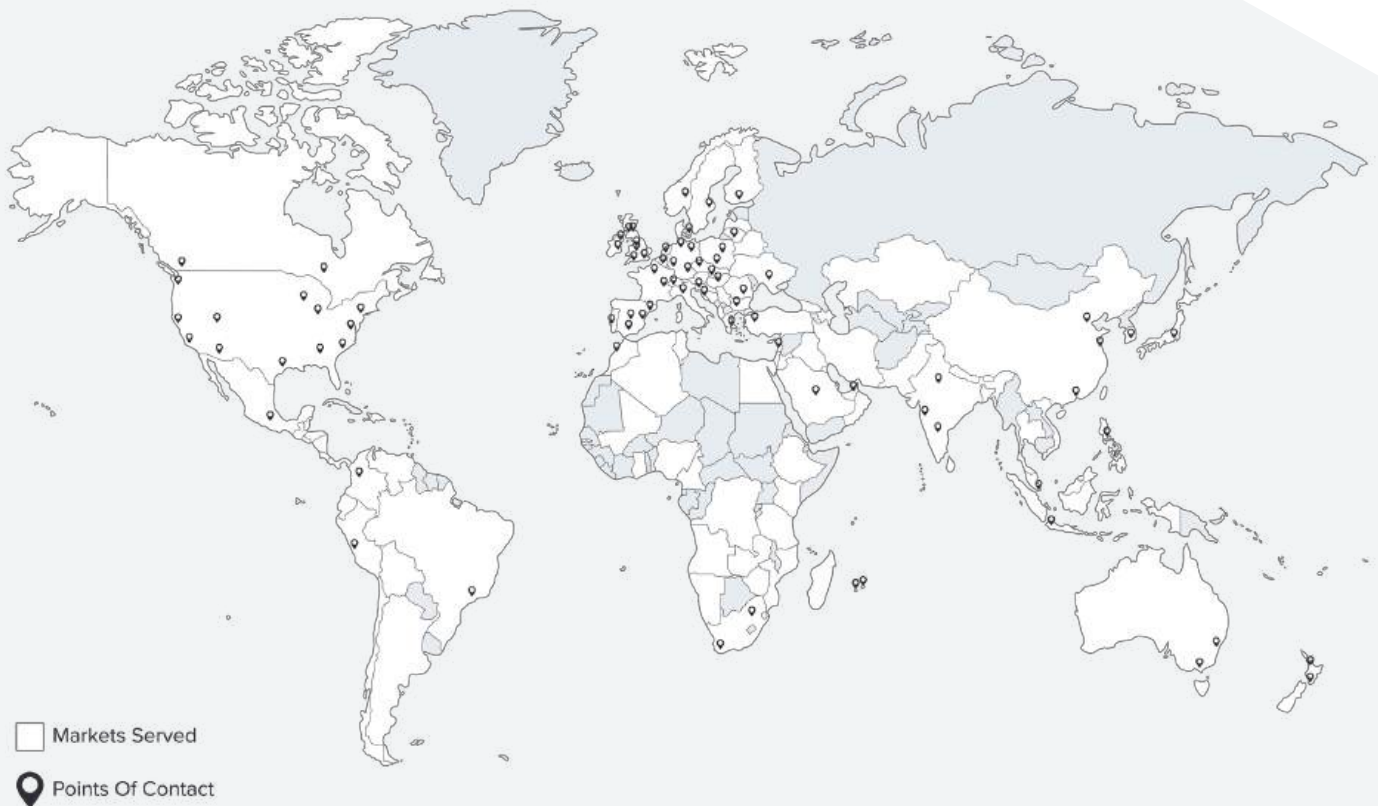
How would your organisation score compared with best practice?



# About Scotwork

## MAKING A REAL IMPACT WORLDWIDE

Scotwork has coached hundreds of thousands of senior managers in 30 languages. We have grown into the world's number one independent negotiation consultancy, with offices in 50 countries. We work with organisations large and small across all sectors. After more than 50 years we are still giving people powerful skills that transform their lives, and handing businesses more successful futures.



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Brazil  
Bulgaria  
Canada  
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Colombia  
Croatia  
Czech Republic  
Denmark  
Finland  
France  
Germany

Greece  
Hong Kong SAR  
Hungary  
India  
Indonesia  
Ireland  
Italy  
Japan  
KSA  
Kuwait  
Lithuania  
Lebanon  
Malaysia

Mauritius  
Mexico  
Morocco  
Netherlands  
New Zealand  
Norway  
Philippines  
Poland  
Portugal  
Reunion Island  
Romania  
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