

Review Questions Section 4-2

Name _____

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 1) If you can't meet your commitment after a negotiation, the best action is to _____
A) point out how the other party contributed to the problem
B) avoid doing business with the other party
C) avoid future negotiations in the short term
D) accept responsibility for the problem and try to correct it

- 2) For a negotiation to be successful, both parties must _____
A) focus on wants instead of needs
B) bargain in good faith
C) make the same number of concessions
D) all of the above

- 3) Which of the following is a question that will help you clarify your negotiating goals? _____
A) what are your needs and wants
B) what sacrifices are you willing to make
C) what will you do if you can't reach an agreement
D) all of the above

- 4) Which of the following is not a guideline for a productive negotiation? _____
A) putting the offer in writing
B) moving through the negotiation quickly
C) looking for common ground
D) stating your offer firmly

- 5) During negotiation discussions, which of the following is not a correct guideline? _____
A) willingness to make compromises
B) disregarding the short-term consequences
C) explaining your position
D) considering the long-term consequences

- 6) Negotiations can take place _____
A) by e-mail
B) all of the above
C) by instant messaging
D) over the phone

- 7) What is the best course of action if the other party in a negotiation is unable to meet the agreed -on commitment? _____
A) avoiding negotiations in the future
B) avoiding contact with the other party
C) none of the above
D) accommodating the other party, if possible

- 8) Which of the following is not true about values? _____
A) they are intangible things
B) they can get in the way of a successful negotiation
C) if you act against them, you can create problems for yourself
D) they reflect your actions

- 9) The business etiquette of a particular country reflects its _____
A) level of economic development
B) openness to foreign entrepreneurs
C) all of the above
D) social customs and attitudes

- 10) Which of the following can play a role in business negotiations? _____
A) family relations
B) religion
C) clothing
D) all of the above

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

- 11) In a negotiation, it's more important to focus on wants than needs. 11) _____
- 12) A concession is something you're willing to give up in a negotiation. 12) _____
- 13) In a productive negotiation, you can't ask the other party to make concessions. 13) _____
- 14) A good planning tool for negotiation is to put your points in writing. 14) _____
- 15) In a productive negotiation, you need to state your position simply, without explanation. 15) _____
- 16) When negotiating, you should ask for what you would like to get in a best -case scenario, even if you don't expect it. 16) _____
- 17) In fair negotiations, the trade-offs are equal for both parties. 17) _____
- 18) Every successful negotiation includes action that is defined by the negotiated agreement. 18) _____
- 19) A value can be a quality or a way of doing something. 19) _____
- 20) Cultures vary from country to country but negotiation etiquette is the same everywhere. 20) _____

SHORT ANSWER. Write the word or phrase that best completes each statement or answers the question.

- 21) The process in which two or more parties reach an agreement through communication is called _____. 21) _____
- 22) A(n) _____ is something you're willing to give up in a negotiation. 22) _____
- 23) A(n) _____ is an agreement arrived at when all sides have made concessions. 23) _____
- 24) These are intangible things that you believe are worthwhile and important. 24) _____
- 25) Knowing how to deal with cultural differences in business is part of social _____. 25) _____
- 26) In a negotiation, identifying points you are willing to give up relates to distinguishing needs from _____. 26) _____
- 27) When negotiating parties adjust their expectations to reach an agreement, this is called _____ in good faith. 27) _____
- 28) To make a negotiation successful, you must focus on meeting your _____. 28) _____
- 29) The purpose of learning etiquette is to show _____ for the customs of the parties involved in a negotiation. 29) _____
- 30) For more involved negotiations, it's recommended to sign a written _____ indicating the agreed-upon terms. 30) _____