**GOAL 9.0 SUCCESSFUL NEGOTIATION**
Goal 9.1 Your Objectives
Goal 9.2 What is Negotiation
Goal 9.3 Negotiations--Some Practical Definitions
Goal 9.4 Identifying Opportunities For Negotiation
Goal 9.5 Disagreement and Conflict
Goal 9.6 Developing A Win/Win Philosophy
Goal 9.7 The Give/Get Principle Of Negotiating
Goal 9.8 Characteristics Of a Successful Negotiator
Goal 9.9 The 6 Basic Steps In Negotiating

**REVIEW**
Goal 9.10 Planning and Preparing For Negotiation

**BUYING & SELLING--CASE STUDY**
Goal 9.11 The Importance Of Expectations In Negotiation

**WHY IS TONY EARNING MORE THAN JOE?--CASE STUDY**
Goal 9.12 Strategies and Tactics
Goal 9.13 Eight Critical Mistakes
Goal 9.14 Acceptance Time
Goal 9.15 Negotiator's Guide to Preparation

**REVIEW**
Goal 9.16 Answers To Review Questions
Goal 9.17 Developing A Personal Action Plan
Goal 9.18 Voluntary Contract

Goal 9.19 **AUTHOR'S ANSWERS TO THE CASE STUDIES**