

Two business people, Alison and Donald, are negotiating the terms of delivery of some new components.

**Alison:** Ok, well, you've seen the price we offered in the documents, and the terms of delivery. They're our company's standard procedures and we'd like to keep to them as far as possible. We only change when there are exceptional circumstances.

**Donald:** I see. However, I do think these are exceptional circumstances. The payment rate you usually offer is made against a certain time period. Now you're asking for delivery within a much shorter time than usual. This makes it more difficult for us. I have to take on extra staff to meet this, or pay them overtime. If you can raise your offer, I'll guarantee delivery within the time.

**A:** Hmm, I see your point. However, we did actually choose you as a supplier because you guaranteed that you could deliver in a short period of time. That was your main strength! The payment terms we offered were clear from the start, and I don't actually think it's the case to change them here. I don't think these circumstances are exceptional. This project has been carefully and tightly budgeted. If we go over budget we'll put the whole project at risk. I'm afraid there's no way we can change those financial parameters at this point.

**D:** Ok, I take your point. I think if we can both be a little more flexible here though, we can make sure everyone ends up happy! I realise the budget for the project has already been drawn up, but there is some possibility for leeway on the delivery period. If you can give me an extra ten days on the delivery date, I'll make sure we stick to the agreed price, and there will be no danger of any dip in quality standards.

**A:** Well, quality standards are a separate issue, and I don't really think we should be touching on them here. That's not part of the scope of this meeting.

**D:** But if you're shortening the delivery period and not increasing the pay offer, something has to give somewhere! Do you see what I mean?

**A:** Yeah, like I said, I take your point Donald, but these things have been agreed beforehand. It's not easy for us to change any of the terms at this point in the negotiations. However, I think we can offer you another 3-5 days extension on the delivery date, but I will need to consult with a colleague before I can confirm on that!

**D:** OK, let's go with that then, but make sure you confirm that for me as soon as you can!

**A:** I'll let you know by the end of today! Promise!