



Contract Negotiation Scenario Cards

Instructions: Work with a partner. One person plays the Consumer, the other plays the Business Representative. Use the talking points to negotiate. Record your strategy and outcome.



Negotiation Tips

- **Be prepared:** Know what terms you want changed before starting
- **Stay calm:** Emotional reactions weaken your position
- **Ask questions:** "Is this term negotiable?" or "What alternatives can you offer?"
- **Get it in writing:** Any agreed changes must be documented
- **Be willing to walk away:** Having alternatives gives you power



Cell Phone Contract

Easy

Situation: You want to sign up for a new phone plan, but the contract includes a \$350 early termination fee and mandatory 2-year commitment.



Consumer Goals

- Reduce early termination fee
- Shorten commitment to 1 year
- Get waived activation fee



Business Position

- ETF covers phone subsidy cost
- 2-year ensures customer retention
- Can offer reduced ETF for loyalty

Your Negotiation Strategy:

What arguments will you make? What compromises are you willing to accept?

Negotiation Outcome:

Consumer Win

Compromise

No Deal



Apartment Lease

Medium

Situation: You found an apartment you like, but the lease prohibits any pets and requires 60-day notice to vacate with a 2-month penalty for early termination.



Consumer Goals

- Allow small pet with deposit
- Reduce notice to 30 days
- Lower early termination penalty



Business Position

- Pets cause property damage
- 60 days needed to find new tenant
- Penalty covers lost rent

Your Negotiation Strategy:

What arguments will you make? What compromises are you willing to accept?

Negotiation Outcome:

Consumer Win

Compromise

No Deal

Auto Purchase

Hard

Situation: You're buying a used car and the dealer wants you to sign an "as-is" agreement with mandatory arbitration and a \$500 documentation fee.



Consumer Goals

- Get 30-day warranty instead of as-is
- Remove arbitration clause
- Reduce or eliminate doc fee
- Include inspection contingency



Business Position

- As-is protects from unknown issues
- Arbitration reduces legal costs
- Doc fee covers paperwork processing
- Car already inspected

Your Negotiation Strategy:

What arguments will you make? What compromises are you willing to accept?

Negotiation Outcome:

Consumer Win

Compromise

No Deal