Conflict is a normal, and even healthy, part of relationships. After all, two people can’t be expected to agree on everything at all times. Since relationship conflicts are inevitable, learning to deal with them in a healthy way is crucial. When conflict is mismanaged, it can harm the relationship. But when handled in a respectful and positive way, conflict provides an opportunity for growth, ultimately strengthening the bond between two people. By learning the techniques you need for successful conflict resolution, you can keep your personal and professional relationships strong and growing therefore the followings are the techniques that one can use to deal with conflicts in the business area.

**1. Draw on past experiences to set expectations.**

Chances are, you're not a [perfect company](https://www.forbes.com/sites/jacobmorgan/2015/11/12/your-company-is-not-perfect-and-thats-ok/#16be6e763afd). Maybe you've had issues with customers in the past where you couldn't meet in the middle on certain strategies or ideas. Maybe you found that what your customer wanted wasn't actually what they needed.Or worse: Maybe you found that *you* weren't the one listening or being as flexible as you should have been.So how do you avoid the conflict that will probably arise from this? Identify what did or didn't work with past customers, and really sit down and flesh out what can and can't be done for your customer with the timeframe you're working in or map out possible conflicts with them and talk about their concerns up-front.This means you're going to have to [engage fully](https://blog.hubspot.com/service/how-to-have-meaningful-conversations) with each customer. And in order to do that, you must set up a communication schedule that accommodates their needs and the mediums through which they prefer to communicate (i.e., email, Slack, Trello, etc.)

**2. Communicate clearly.**

Communication is integral to everything you do in a successful buyer sellerrelationship. It's the mark of a mature company one that, regardless of its experience, countless interactions with customers just like this one, and general expertise [to ask questions](https://www.huffingtonpost.com/janet-odgis/the-importance-of-asking-_b_11890114.html).

What does your customer really want? How can you frame your product or service as a means to an end for them? Where do they struggle? What are their goals for the upcoming quarter, six months, a year? Be curious and be open to their ideas, as well as their [periodic feedback](https://blog.hubspot.com/service/real-time-customer-feedback).

But here's the crucial next step the person concerned should ask him/herself what the goals with this customer are, and align the goals and theirs. You'll be able to help them achieve what they want, and their success will empower you and your business practices. And there you have it as symbiosis.

**3. Acknowledge people's specific needs.**

In this aspect, the buyer has to know what exactly are the needs of his customers, This improves a healthy relationship between the two parties since the supplier will deliver the exact needs of the client. For this to be effective, the supplier has to do take different ventures to make it work

By takeing a step back and assess the field. Based on their own customers, does this old-school customer actually need an active Twitter feed? Maybe not. Set up a LinkedIn and go with that they want to do. Just because something works for one organization doesn't mean it's going to work for another.

**4. Say you're sorry.**

If you messed up since no company is a perfect company, saying "My bad, won't happen again" won't cut it. If your relationship with your customer is less-than-stellar, it's bad for you and them both professionally and personally.Instead, acknowledge any mistake or disconnect and pull a "Sorry, and … " on them. Add on to your apology: Tell them how you're going to fix it *and*how you're going to avoid situations like this in the future.Come with a plan of action, with steps to reverse damage and steps to move forward. Let them know you actually care about exceptional results and their company's well-being.

**5. Help people the way they want to be helped.**

[Help your customer in the ways that make sense for them.](https://blog.hubspot.com/service/customer-success-best-practices) Communicate with them through the mediums they typically communicate.When you're trying to remedy a situation, it will need to be a collaborative process. Conversations that result from this collaboration might be awkward, but they will be valuable in the long run.The idea here is to create a loyal customer or an advocate. And as it turns out, it's less about consistently delighting your customers and more about [reducing their workload](https://hbr.org/2010/07/stop-trying-to-delight-your-customers) that will make them feel more comfortable in your hands. So, help them how they want to be helped take on their stresses and turn them into opportunities for growth.

**6. Don't interrupt.**

This is a good rule of any relationship not just customer relationships. When people have an issue, or they're delivering feedback, or they simply need to voice their frustration, don't immediately jump in to step over their words with your solution.Even if you have the exact right answer or response to provide to a customer, let them finish speaking before you jump in. It shows that you care what they have to say and that you're listening and not just trying to be right, or hustle them off the phone. By pausing for a few moments, then helping them, you can still get the information they need across without increasing any anger or frustration they might already be feeling.

**Question 2**

Cost analysis does not begin when you receive the proposal. Just like price analysis, it begins with market research prior to proposal receipt. In business, a buyer can get cost data in various ways and analyze relevant information before actually one begins to award contracts to the supplier..

**The following ways are how data is obtained for cost analysis**

**Examining Relevant Audits And Technical Report**

Relevant Audit and Technical Reports,Your office may not have direct experience with the offer, but you may be able to obtain audits or technical reports from other offeror proposals. Audits and technical reports can be excellent sources of cost information. Obtain and analyze reports on. Other proposals for identical or similar items; and Proposed forward pricing rates and factors. Reports on Other Proposals for Identical or Similar Items. Reports on previous procurements of identical or similar items can provide information on cost elements that were particular problems in the past. Knowledge of past problems can give useful insight into the cost elements that will require special attention in cost analysis. Reports may also give you insight into the best approaches to use in your current cost analysis.

**Examining Reviews Of Offeror's Systems**

Common Government Contractor System Reviews. At major contractor locations, the Government typically conducts a variety of system level reviews. The ultimate purpose of all these reviews is to assure that contractor management systems are capable of providing an acceptable product, on time, and at a reasonable cost. Cost risk to both the Government and contractor increases if the contractor's systems are inadequate. Common system level reviews include: Contractor Purchasing System Reviews; Contractor Accounting System Reviews; and Contractor Estimating System Reviews. Contractor Purchasing System Review Subcontract and material costs typically comprise more than half of most prime contract cost proposals. The Contractor Purchasing System Review (CPSR) is a periodic Government review of contractor's purchasing records, policies, and procedures. The purpose of this review is to ensure that the Government's interests are being adequately protected by the contractor.

**Examining Industry Cost Estimating Guides And Standards**

In some industries (e.g., construction), there are cost estimating guides and standards that are generally accepted by the industry. Once you identify the tasks required to complete the contract, these guides and standards provide excellent information on the related cost. For other industries, there are various sources of information that you can use as benchmarks. When the contract price is to be negotiated using cost analysis, the contractor's cost accounting system is usually a major source of offeror cost information. The objective of an accounting system review is to determine whether the firm's accounting system and related practices for accumulating costs are adequate to support contracting decisions requiring accurate, complete, and current cost information. When applicable, the auditor's review must consider whether the firm has submitted an adequate Disclosure Statement and whether actual accounting practices comply with the Cost.

**Examining Related Contract Files Using Historical Contract Information**

Review the available files of contracts with the same firm to learn about offeror pricing practices, the quality of pricing information provided by the offeror, and any precedents established in past negotiations. As with any other historical information, use historical information related to contract costs with care. Always consider differences between the past and the current contracting situations. Identify Past Problems/Precedents. Information on problems that may have occurred in previous proposals or past contracts and their resolution can give you useful insight into the accuracy of current estimates.