

## Negotiation Media

<u>Medium</u>	<u>Advantages</u>	<u>Disadvantages</u>
Face-to-face meeting	<ul style="list-style-type: none"> <li>• Overall the most comprehensive form of communication → highest quality potential</li> </ul>	<ul style="list-style-type: none"> <li>• Cumbersome (time and resource consuming, need to travel, etc.)</li> </ul>
Telephone	<ul style="list-style-type: none"> <li>• Practical</li> <li>• Time efficient</li> <li>• <i>Body language hidden</i></li> </ul>	<ul style="list-style-type: none"> <li>• Relatively high risks (unexpected call → unpreparedness; pressure to answer quickly, thereby making mistakes; etc.)</li> <li>• Process usually even much less managed than in the case of face-to-face meetings</li> <li>• Limited range of different ways to express oneself (<i>body language hidden</i>)</li> <li>• Limited degree of control over the impact of one's own statements</li> <li>• Not suitable for the explanation and discussion of complex issues and topics</li> </ul>
Letter	<ul style="list-style-type: none"> <li>• <i>Slow moving</i></li> <li>• <i>Binding – lasting effect</i></li> <li>• Perfect control over the message sent</li> <li>• Relative protection against manipulation</li> <li>• Alternative for communicating with individuals whom one cannot stand</li> </ul>	<ul style="list-style-type: none"> <li>• <i>Slow moving</i></li> <li>• <i>Binding – lasting effect</i></li> <li>• Practically no control over the impact of the messages sent</li> </ul>
Email	<ul style="list-style-type: none"> <li>• Same as telephone</li> <li>• Emails could have the same advantages as letters if they would be written with care (which is rarely the case!)</li> </ul>	<ul style="list-style-type: none"> <li>• Largely similar to phone calls and letter, but often to an even greater extent</li> </ul>