

Mastering the Art of Negotiation

Presented by
Lawrence D. Eichen, Esq.



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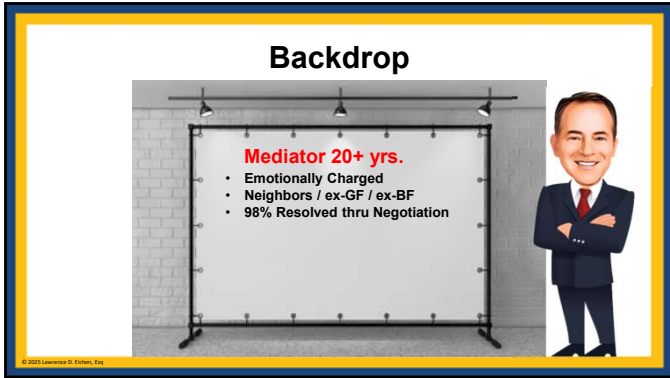
Backdrop



Attorney 25+ yrs.

- 100% Litigation Practice
- Civil, Traffic & Criminal
- 98% Settled thru Negotiation
- Negotiated ≈ 1,500 Cases

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Formula for Negotiation Excellence

$E=MC^5$



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Theory of Relativity




$E=MC^2$

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Formula for Negotiation Excellence

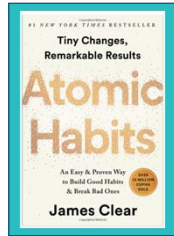
$E=MC^5$



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E = Excellence

- Consistent Excellence
- Excellence is a habit



For the Record

Excellence v. Perfection



M = Mastering



C = Commitment



- Commitment to Excellence
- Need Clarity Beforehand
Stay the Course
- Mindful of Compromise
- Voice / Tone / Demeanor
- Body Language

C - Confidence



- Knowledge
- Preparation
- Belief
- Experience

For the Record



C = Courage



- Fear & Doubt
- F.O.O.P.O.™
- F.O.R
- F.O.F.
- Inward Journey

C = Compassion



- Personalities
- Not Always Easy
- Position of Strength
- Compassion for Self

C = Calmness



- Objections
- Leadership
- Validation
- Visualization
- Vibration

E=MC⁵ Recap

Commitment
Confidence
Courage
Compassion
Calmness

E=MC⁵ SYTA

Tour Operators
Travel Planners
Tourism Boards
DMCs

Family Members
Guardians

School Boards / Administrators

Sponsors
Corporate Partners
Fundraising Partners

US Gov't. Officials
Int'l Travel Authorities
Consulates
Embassies
Customs

E=MC⁵ Personal Negotiations

Friends
Sports Buddies

Home Repairs
Car Dealers

Family / Relatives

Neighbors
Tenants

Local Gov't.
School Boards

Closing Ceremonies



BONUS

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Closing Ceremonies

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Code
SYTA



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Special Thank You



Katy Summers
Senior Manager
Education & Professional Development

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Mastering the Art of Negotiation

Harnessing the Power of $E=MC^5$

Prepared by
Lawrence D. Eichen, Esq.

SYTA Webinar Bonus Handout
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Overview

As a SYTA member, your role places you at the center of complex travel logistics, educational expectations, and diverse stakeholder relationships. You negotiate in all directions—with school administrators, parents, vendors, government agencies, and even international partners. Mastering negotiation is not just a helpful skill—it's critical to protecting your mission, safeguarding student experiences, and growing your travel business.

$E=MC^5$ is your negotiation formula for excellence.

Commitment, Confidence, Courage, Compassion, and Calmness. When you bring these five core qualities to the table, you will increase your negotiation outcomes exponentially.

Sample Win-Win Strategies

1. School Administrators and Educators

- **Trip Approvals:** "This itinerary aligns with your educational goals and safety policies. Would you like us to customize a lesson tie-in to support your curriculum?"
- **Budget Constraints:** "We've created a flexible, tiered package that lets students participate without financial exclusion."
- **Trip Policy Concerns:** "Let's co-create a pre-departure safety workshop that helps satisfy your parental communication goals."

Strategies: Speak their language—education. Provide data and demonstrate alignment with learning goals. Offer flexible, transparent pricing and policies.

2. Parents and Guardians

- **Pricing and Payment Plans:** "We offer phased payment schedules and scholarship seats to ensure access for all students."
- **Safety and Supervision:** "We partner only with vetted suppliers and provide 24/7 local support on all trips."
- **Refund and Cancellation Policies:** "Here's a simplified, written policy. Let me walk you through the most common scenarios."

Strategies: Use empathy and clarity. Anticipate fears and proactively address them with real-world solutions.

3. Travel Suppliers (Hotels, Airlines, Buses, Attractions)

- **Group Discounts:** "We can commit to multi-year bookings in exchange for a per-student rate lock."
- **Cancellation Flexibility:** "We'd like a 30-day refund window with a 10% holding fee rather than full forfeiture."
- **Customization Requests:** "Can your staff tailor the museum tour to highlight themes of global citizenship and youth leadership?"

Strategies: Negotiate volume-based incentives. Offer brand exposure to educational groups. Set expectations in writing and confirm scope.

4. International Partners or Authorities

- **Visas and Documentation:** "Can your consulate offer a group processing window for our travel cohort?"
- **Local Permissions and Safety Compliance:** "Can we review your child protection policies and align them with our own standards?"
- **Language and Cultural Customization:** "Would it be possible to arrange bilingual guides or cultural liaisons?"

Strategies: Work through trusted intermediaries (e.g., DMCs or embassies). Be respectful of cultural and regulatory norms. Build long-term partnerships.

5. Government and Regulatory Bodies

- **Transportation and Insurance Requirements:** "We meet all U.S. and local compliance rules, including liability waivers and chaperone ratios."
- **Health Protocols (Post-COVID):** "We adhere to both U.S. CDC guidelines and host country requirements. Here is our layered protocol plan."
- **Licensing and Certification:** "We're CSTP certified and would welcome a formal recognition from your department to reinforce that."

Strategies: Emphasize compliance and alignment. Show initiative in meeting or exceeding standards. Ask for clarity and partnership.

Final Thought

Excellence in negotiation doesn't require perfection—it requires the right mindset and consistent habits. When you approach every conversation with Commitment to your goals, Confidence in your value, Courage to ask for what matters, Compassion for the other side, and Calmness under pressure, you unlock the power of $E=MC^5$ —and position yourself to lead transformative, student-centered travel experiences.

About the Presenter



Lawrence D. Eichen, Esq. is an attorney, speaker, and consultant with over 25 years of experience. He has successfully negotiated over 1,500 cases and developed the powerful $E=MC^5$ formula to help professionals across industries elevate their negotiation skills. As a certified Rethinking Impostor Syndrome™ coach, he also empowers individuals to overcome self-doubt and step into their full leadership potential.

He is a licensed attorney in New Jersey, a mediator, and a member of the New Jersey State Bar Association, New Jersey Association of Professional Mediators, National Speakers Association and Association of Continuing Legal Education. He regularly delivers presentations and training sessions for professionals and associations nationwide.

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