

ABSTRACT

This thesis investigates how employee negotiation skills affect the preferability of export payment terms in the realm of international trade. With globalization progressing and market competition increasing, employees' ability to negotiate effectively can play a crucial role in an export company's financial health and its competitive position globally. This study assesses how employees' negotiation expertise influences their success in obtaining more preferable and advantageous payment terms in export transactions. Adopting a qualitative approach, this research integrates qualitative feedback from in-depth interviews with sources that have a real experience in the field to the topic raised. The results from this research indicates a significant relationship between high-level employee negotiation skills and a more advantageous and preferable payment terms from the negotiation process. This work enhances the understanding of how improving employee negotiation skills can lead to better financial results and strategic benefits with by achieving the preferable payment terms for export companies. The findings highlights what are the negotiation skills needed to boost trade performance by choosing the suitable payment terms and sustain a competitive edge internationally. This conclusion underscores the crucial role of employee negotiation skills in effectively enhancing the negotiations and create a win-win solution for both parties which of course favours the negotiator. Poor employee negotiation skills can adversely affect the export payment terms outcomes. Communication skills plays a key role in ensuring that the export payment terms negotiation not only able to put favorable outcome but also

strengthen the bonds between the parties and ensuring a long-lasting business partnerships by creating a trustability environment in the negotiation and beyond the negotiation.

Keywords: Negotiation skills, Preferability, Export Payment Terms

