

Negotiating a Raise

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“Money never made a man happy yet, nor will it. The more a man has, the more he wants. Instead of filling a vacuum, it makes one” - Benjamin Franklin.

You are doing great as a customer service executive and want your present employer to increase your salary. So what should you do in order to avail more than measly cost-of-living increases, it's not easy to convince employers to dig deeper into their pockets and compensate you more of their profits. If you want a meaningful earnings increase, anything that can approximate a magic formula, it is this: it will be a lot easier to make more money by getting yourself promoted within the company.

Firstly, it's important to know your actual worth in the marketplace before negotiating a raise. Many employees make the mistake of going into discussions prematurely without waiting for the opportune time. It may prove wise to contact recruiters in your industry and get the contemporary rate for someone with your skills and credentials. However it's very important you don't go on an interview spree solely for the purpose of using job offers to get a counteroffer from your existing company.

Use industry-relevant information to determine your net worth, and focus on the value additions you have offered along with money you earned or saved your firm. Have an amount in mind of the kind of increase you are seeking, however, don't reveal that figure to your employer. Wait to hear what he/she has to say before you show your cards. If your request is outright refused, yet you are certain that you are worth more, apply for a new job, but don't quit your existing one until you have a concrete offer in hand.

Most customer service executives think they will accept an offer, prove their credentials, and then ask for a raise. This naive approach may result from believing that you are not in a position to negotiate, you might face rejection or lose the offer, not able to summon the courage to negotiate, or simply by presuming that it's the most effective approach. In any case, for most instances, your doubts are misplaced. For once you establish yourself, you should be able to earn even more money, in addition to what you negotiate at the time you accepted the job.

You can highlight the most relevant aspects of your experience in your customer service resume. Customer service resume should include a summary section for bringing attention to those things that are the most relevant to the targeted position. The information contained in the top third of your customer service resume is what will attract the most attention and establish your worth. For this reason, a summary is a great way to ensure that the top third of your customer service resume represents everything you want employers to know about you.

By not negotiating initially or highlighting your skills in your customer service resume, you not only forgo the money you could have earned, but also lessen the amount of earnings you get after proving yourself. Employers may actually think less of you if you fail to negotiate. So don't shy from negotiating, you will not only get what you deserve but also earn the respect of your employer in the process.

Sources

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