



Negotiating for Results

Description: At the conclusion of this course, participants will be expected to: Understand how often we all negotiate and the benefits of good negotiation skills, recognizes the importance of preparing for the negotiation process, regardless of the circumstances, identify the various negotiation styles, their advantages and disadvantages, develop strategies for dealing with tough or unfair tactics, gain skill in developing alternatives and recognizing options, and have the opportunity to practice the “how to” of these skills in a supportive environment.

Session One: Course Overview.

Session Two: What is Negotiation?

- Defining Negotiation
- Types of Negotiation
- Positional Bargaining
- Principled Negotiating
- Phases of Negotiation

Session Three: The Successful Negotiator

- Key Attributes
- Group Exercise
- Presentations

Session Four: Preparing for Negotiation

- Getting Started
- Fear
- Personal Preparation
- Researching Your Side
- Case Study
- Researching the Other Side

Session Five: The Nuts and Bolts

- Documentation
- Setting the Time and Place
- Case Study

Session Six: Making the Right Impression

- First Impressions
- The Handshake
- Dress for Success
- The Skill of Making Small Talk

Session Seven: Getting off to a Good Start

- Getting Connected
- Common Ground
- Ground Rules

Session Eight: Exchanging Information

- Getting Started

Session Nine: The Bargaining Stage

- Six Techniques for Success
- Role Play
- Presentations

Session Ten: Inventing Options for Mutual Gain

- The Four Obstacles
- Overcoming the Obstacles

Session Eleven: Getting Past No and Getting to Yes

- Getting Past No
- Breaking the Impasse
- Getting to Yes

Session Twelve: Dealing with Negative Emotions

- Defusing the Bomb
- Pairs Exercise

Session Thirteen: Moving from Bargaining to Closing

- Knowing When to Close
- Formal vs Informal Agreements

Session Fourteen: The Closing Process

- Win-Win Solutions
- Building a Sustainable Agreement
- Getting Consensus
- Workshop Wrap-Up