

Negotiation for Results

Course Overview

The skills you acquire will help you in your role as mediator and negotiator as well as in your day-to-day responsibilities. You will be encouraged to focus on interests rather than positions, so you can develop relationships of mutual trust, fairness and respect for one another. This is a common-sense approach based upon developing a balanced and lasting partnership to solve workplace problems. You will learn and practice effective communication skills, problem-solving and consensus building, with the intention of turning face-to-face confrontation into side-by-side problem solving.

Learning Objectives

By end of the training workshop, participants should be able to:

- Understand the benefits of good negotiating skills that take the interests of both parties into consideration.
- Have an increased ability to negotiate more effectively by turning face to face confrontation into side-by-side problem solving.
- Recognize that creating win-win solutions are the only sustainable solutions there are.
- Identify those techniques that will be most effective in stressful negotiation situations.
- Develop skills that take the interests of both parties into consideration.

Target Audience

Staff with responsibilities to negotiate such as: sales staff, managers, team leaders, project managers and supervisors.

Methodology

The training course is delivered through presentations & discussions, group work, videos and case studies.

Duration

One Day

Course Outlines

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| 1) What is Negotiation? | 6) Preparing for Negotiation |
| 2) Types of Negotiators | 7) Inventing Options for Mutual Gain |
| 3) Positional Bargaining | 8) Fear |
| a) Hard vs. soft negotiating | a) Humiliation |
| b) Problems with positional bargaining | b) Rejection |
| c) Alternatives to positional bargaining | c) Loss of Power |
| 4) The Successful Negotiator | d) Failure |
| 5) Negotiation Essentials | 9) Negotiating Challenges |
| a) Preparation | 10) Dealing with Negative Emotions |
| b) Organization | |
| c) Hot Buttons | |
| d) BATNA | |
| e) WAP | |