

# 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

1) What is Negotiation? 2) Types of Negotiators 3) Positional Bargaining <ul style="list-style-type: none"><li>a) Hard vs. soft negotiating</li><li>b) Problems with positional bargaining</li><li>c) Alternatives to positional bargaining</li></ul> 4) The Successful Negotiator 5) Negotiation Essentials <ul style="list-style-type: none"><li>a) Preparation</li><li>b) Organization</li><li>c) Hot Buttons</li><li>d) BATNA</li><li>e) WAP</li></ul>	6) Preparing for Negotiation 7) Inventing Options for Mutual Gain 8) Fear <ul style="list-style-type: none"><li>a) Humiliation</li><li>b) Rejection</li><li>c) Loss of Power</li><li>d) Failure</li></ul> 9) Negotiating Challenges 10) Dealing with Negative Emotions
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