

Negotiation Skills



Objectives This workshop will give participants an understanding of the phases of negotiation, tools to use during a negotiation, and ways to build win-win solutions for all those involved

Prerequisites There are no prerequisites for this course.

Duration 1 day

The topics covered on the course are,

1 Getting Started

- Icebreaker
- Ground rules
- The parking lot
- Workshop objectives
- Action plans and evaluation forms

2 Understanding Negotiation

- Types of Negotiations
- The Three Phases
- Skills for Successful Negotiating

3 Getting Prepared

- Establishing your WATNA and BATNA
- Identifying your WAP
- Identifying the ZOPA
- Personal Preparation

4 Laying the Groundwork

- Setting the Time and Place
- Establishing Common Ground
- Creating A Negotiation Framework

5 Phase One – Exchanging Information

- Getting off on the Right Foot
- What to Share
- What to Keep to Yourself

6 Phase Two – Bargaining

- What to Expect
- Techniques to Try
- How to Break an Impasse

7 About Mutual Gain

- Three Ways to See Your Options
- About Mutual Gain
- Creating a Mutual Gain Solution

8 Phase Three – Closing

- Reaching Consensus
- Building an Agreement
- Setting the Terms of the Agreement

9 Dealing with Difficult Issues

- Being Prepared for Environmental Tactics
- Dealing with Personal Attacks
- Controlling Your Emotions
- Deciding When It's Time to Walk Away

10 Negotiating Outside the Boardroom

- Adapting the Process for Smaller Negotiations
- Negotiating via Telephone
- Negotiating via E-mail

11 Negotiating on Behalf of Someone Else

- Choosing the Negotiating Team
- Covering All the Bases
- Dealing with Tough Questions

12 Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations