

Negotiation Skills for IT Professionals

Course Summary

Description

Improve your effectiveness as a negotiator and gain insight and understanding about your personal negotiation style and the behaviors that will maximize your negotiation effectiveness. Learn what it takes to be an effective negotiator and how achieve win/win results and preserve important business relationships.

Objectives

By the end of this course, participants will be able to:

- Develop an effective plan and strategy to prepare to negotiate
- Know when and when not, to negotiate
- Know the difference between negotiating and bargaining
- Develop a common negotiating language with negotiation partners
- Use techniques that elicit information from counterparties during the negotiation process
- Identify mutual interests to avoid taking unnecessary positions
- Identify and neutralize manipulative tactics
- Minimize conflict and deadlocks when negotiating

Topics

- Introduction to the Course
- Defining Effective Win/Win Negotiation Approaches and Outcomes
- Defining the Stages of Negotiation
- Bargaining versus Negotiating
- Eliciting Information
- Negotiation Tactics

Audience

- Any IT professional who wants to improve their negotiation effectiveness and achieve win/win results

Prerequisites

There are no prerequisites for this course.

Duration

Two days

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Course Outline

I. Introduction to the Course

- A. Participants are introduced to the topic and discuss the value of being an effective negotiator.
- B. Participants also receive an introduction to what will be covered in the course and information about how the course will be conducted. Participants describe their purpose for participating and their goals for attending the course.

II. Defining Effective Win/Win Negotiation Approaches and Outcomes

- Format: Interactive Lecture and Group Discussion and Application Exercise
 - A. Participants discuss and define the terms of a win/win outcome within the context of a business relationship, and explore the difference between compromise and consensus. Includes a practical application exercise of an applicable mock negotiation.

III. Defining the Stages of Negotiation – how to prepare for, and take a measured and staged approach to effective negotiation.

- Format: Interactive Lecture and Group Discussion (Intensive application Exercise in the 2-day version)
 - A. Participants are introduced to the six stages of effective negotiation, how to prepare for each stage, and how to work through each stage to achieve a win/win outcome. Includes a short practical application exercise of an applicable mock negotiation in the 1 day version – an intensive application exercise in the 2-day version.

IV. Bargaining versus Negotiating

- Format: Interactive Group Discussion
 - A. Participants explore the key differences between bargaining and negotiating and when to bargain and when to negotiate. Participants and discuss how to effectively conclude a negotiation with bargaining.

V. Eliciting Information

- Format: Interactive Lecture and Application Exercise
 - A. Participants explore and practice techniques to uncover the needs and wants of the other party to facilitate achieving a win/win outcome. Includes asking effective questions, active listening, and how to confirm and build on assumed information important to the negotiation.

VI. Negotiation Tactics – what tactics to use when, how to identify what negotiation tactics the other party is using, and how to effectively counter those tactics.

- Format: Lecture and Interactive Group Discussion
 - A. Participants are introduced various negotiation tactics and how to identify and neutralize different tactics. Participants also explore which tactics will contribute to a favorable win/win outcome and which tactics will contribute to a win/lose or less favorable outcome.