

Negotiating for Results

Course Summary

Description

In the real world, negotiation is more than just trying to get your needs met. To be truly effective you must take a broader perspective. Students learn through hands-on exercises, what it takes at each stage of the negotiation process to be truly effective. You need to know what you bring to the table, to listen to what others need, and to find creative ways of getting the needs of both parties met. Students learn ways of reaching common ground, discovering where they have flexibility, and how to find workable solutions.

Topics

- A Specific Negotiations Process
- Understanding and Using Different Negotiations Styles
- Negotiations Tips and Techniques
- Building "Emotional Bank Accounts"
- Reaching Win-Win Agreements
- Using Creative problem-Solving Techniques
- Practicing Hands-On Negotiating Using Real-Life Problems

Audience

This course is designed for managers and team members.

Prerequisites

There are no prerequisites for this course.

Duration

One day

Negotiating for Results

Course Outline

- I. A Specific Negotiations Process**
 - A. Conflict is inevitable in negotiations
 - B. Learn to use healthy conflict to increase productivity and creativity in a specific step-by-step process
- II. Understanding And Using Different Negotiations Styles**
 - A. We all approach negotiations differently
 - B. Learn to judge your own style and how to appropriately adapt to other styles
- III. Negotiations Tips And Techniques**
 - A. Discover a variety of proven negotiating tips and techniques
 - B. We cover situations where you are merely trying to influence someone, to dealing with the aggressive tactics of someone else, to developing creative solutions
- IV. Building "Emotional Bank Accounts"**
 - A. Recognizing how we continuously make "deposits" and "withdrawals" can increase understanding.
 - B. Step-by-step, participants explore how to build a high trust environment
- V. Reaching Win-Win Agreements**
 - A. Understanding the five dimensions of win-win agreements and how to get there is the key to successful negotiations
- VI. Using Creative Problem-Solving Techniques**
 - A. Explore ways of reaching "the third alternative" and how to use other win-win tools
- VII. Practicing Hands-On Negotiation Using Real-Life Problems**
 - A. The best way to learn is to work through an actual negotiation
 - B. The group practices using learned concepts and techniques