

## Powerful Negotiation Skills

### Course Summary

#### Description

We use negotiating techniques in our everyday lives, sometimes without realizing it. In our professional lives, however, negotiating is a necessary and versatile skill. The ability to negotiate appropriately can be your edge in achieving success. Whether you're dealing with colleagues, employees, senior management, prospects, clients or suppliers, you will achieve your goals more often by using powerful, appropriate and effective negotiating strategies and techniques.

You will learn how to improve your negotiating skills with a clearer understanding of highly effective communication techniques. You will better understand the ins and outs of negotiation, and develop effective strategies, tactics and counter-measures for manipulative opponents. The workshop uses experiential methods allowing you apply what you have learned and practice your new skills in a variety of methodologies. These include role plays, case studies, personal skill analysis questionnaires, games and trainer-led discussions.

#### Objectives

At the end of this course, students will be able to:

- Explain the real purpose of constructive negotiation leading to win-win
- Develop the emotional, logical and ethical components of a win-win negotiator
- Distinguish between "positional" and "principled" negotiating
- Plan and structure a win-win negotiation event
- Assess personal negotiating motivation and aptitudes
- Use communication skills critical to successful negotiating
- Handle conflict situations as they arise during negotiation events
- Identify and expand upon your personal style of managing conflict
- Apply a 5-step process in managing and resolving conflicts
- Close negotiations more professionally

#### Topics

- Concept and Principles
- Communication Skills Essential to Effective Negotiating
- The Basics of Negotiation
- Negotiation Process
- Team Negotiating
- Desirable Characteristics in Skilled Negotiators
- Strategy and Tactics
- Conflict Management

#### Audience

This course is designed for managers, supervisors, team leaders or employees who conduct any operational negotiations such as facilitating meetings, resolving team conflicts, delegating, conducting performance reviews, hiring new staff or dealing with suppliers.

#### Prerequisites

There are no prerequisites required for this course

#### Duration

Two days

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### **Course Outline**

- I. Concept and Principles**
  - A. Definitions
  - B. Essential elements
  - C. Principled positional negotiation
- II. Communication Skills Essential to Effective Negotiating**
  - A. Questioning
  - B. Active listening
  - C. Perception checks
  - D. Assertive communication
  - E. Initiating proposals
  - F. Interrupting and differing
- III. The Basics of Negotiation**
  - A. Winning and losing situations
  - B. Negotiation techniques
  - C. Approach to negotiation
  - D. Force field analysis
- IV. Negotiation Process**
  - A. Preparation and planning the negotiation
  - B. Discussing the problem
  - C. Proposing solutions
  - D. Negotiating a compromise
  - E. Finalizing an agreement
- V. Team Negotiating**
  - A. Do's and don'ts in teams
- VI. Desirable Characteristics in Skilled Negotiators**
  - A. Traits needed for success in your area
  - B. Negotiating motivation
- VII. Strategy and Tactics**
  - A. Hard and soft strategies and tactics
  - B. Counter strategies and tactics
  - C. Practice cases
- VIII. Conflict Management**
  - A. What constitutes conflict and being comfortable with it
  - B. Identifying your personal conflict management style
  - C. 5 methods of managing conflict
  - D. 5 key action steps in conflict resolution