

OUTLINE



Win-Win Approaches for Better Negotiation

Overall Description:

This program is valuable for those committed to improving their skills in negotiation with individuals, teams, departments, and organizations.

Course Objectives:

- Develop your negotiation skills to deliver successful results.
- Boost confidence and maximize effectiveness in any negotiation scenario.
- Effectively plan for negotiation, ensuring all relevant documentation is at hand and sets BATNA objectives (Win-Win).
- Increase profits through well-planned collaboration and concession strategies.
- Takes advantage of opportunities to build trust and rapport.
- Recognizes opposing views with respect, and responds positively and persuasively.
- Enhance communications by developing a common negotiation language.
- Listens and allows opportunity for discussion among all parties.
- Stays calm in conflict situations to get the message across without excessive use of emotion.

Course Outline (Content):

- **The negotiation process**
 - Opening the negotiation
 - The requirements for effective negotiation
 - Handling different behaviors and tactics
 - Identifying and understanding the influencers
 - Characteristics of good negotiation
 - Negotiation / conflict styles: Win-Win
- **Planning your negotiation**
 - Identifying objectives (BATNA)



OUTLINE (Cont.)

- Preparing yourself
- Assessing the other side
- Defining roles within a team
- **The four forces of negotiation**
 - Power
 - Information
 - Timing
 - Approach
- **How to deal with manipulation, ploys, and tactics**
 - Key negotiating strategies
 - Closing the deal
- **Selecting a communication approach that builds collaboration:**
 - Mapping your knowledge domains to improve the effectiveness
 - Employing active listening techniques to manage conflict.
- **Deploying Negotiation Strategies**
 - Evaluating alternatives
 - Creating strategies tailored to a specific situation
 - Selecting a best-fit method
- **Implementing your preferred approach**
 - Mapping best practice models to your situation
 - Developing common ground to resolve differences

Who Should Attend?

Professionals committed to improving their skills in negotiation with individuals, teams, departments, and organizations.

Competencies Covered:

- Negotiation
- Influencing & Communication for Impact
- Relationship Management

