

Negotiation Skills

Overview

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.

Course Objectives

Although people often think of boardrooms, suits, and million dollar deals when they hear the word "negotiation" the truth is that we negotiate all the time. For example, have you ever: decided where to eat with a group of friends? Decided on the chore assignments with your family? Asked your boss for a raise? These are all situations that involve negotiating!

Course Outline

1 - Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

2 - Understanding Negotiation

The Three Phases
Skills for Successful Negotiating

3 - Getting Prepared

Establishing Your WATNA and BATNA
Identifying Your WAP
Identifying Your ZOPA
Personal Preparation

4 - Laying the Groundwork

Setting the Time and Place
Establishing Common Ground
Creating a Negotiation Framework
The Negotiation Process

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
What Do I Want?
What Do They Want?
What Do We Want?

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 Email

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
