

Course ID  
**NEGOTIATE**

Course Duration  
**1 day**

**Related Courses**

Course Title  
**Effective Negotiation: Beyond Win-Win!**

- Conflict in the Workplace: Managing Relationships, Interactions and Conflicts (CONFLICT, 1 day)

**Aimed At**

Everyday, everyone must negotiate to achieve their goals. From merging into traffic on the way to work to getting a colleague to help meet a deadline, we are always negotiating. By seeing all interpersonal transactions as negotiations and by learning the basics of negotiation and influence techniques, we can all greatly enhance our organizational effectiveness.

**Group Size**

7-25

**Prerequisites**

- None

**Course in a Nutshell**

Are you trying to sell your great idea to a colleague, influence a product selection decision, agree on a project deadline with a subordinate, convince a company to partner with yours, or talk a vendor into bringing his price down? Whether one calls it selling, persuasion, or influencing, negotiation is something we all do, all day long.

This course will teach you the secrets used by master negotiators to achieve their objectives while gaining new allies at the same time. We will discuss the different negotiation and conflict styles, how to get ready to negotiate, and the process of win-win or interest based negotiations. We will show you how to deal with people who play games or use hardball tactics such as needing to get their manager's approval, walking away from negotiations, or blowing up to get their way. You will learn how to handle difficult situations such as when you must negotiate from weakness or when negotiation erupts into conflict. In short, you will learn all the strategies needed to move your counterpart into a negotiation and then move the outcome to a win/win.

**Customize It!**

Customize this course at little-to-no additional cost to your particular needs.

- Tell us about the specific negotiating situations you're involved with and the difficulties you are having, and we'll tailor the course to your own real-life challenges.
- Combine this course with its sister course on conflict management (see Related Courses).

**Learn How To**

- Determine your own negotiation style and evaluate it for effectiveness
- Understand when to negotiate and when to employ alternative strategies
- Explore the three modes of negotiation
- Move a negotiation toward a win-win or interest-based solution
- Differentiate between "sales" and "ideas" negotiation and use each effectively

and appropriately

- Create a negotiation plan of preparedness
- Use the seven-step process for negotiating successfully
- Use perception as your ally when introducing new ideas
- Negotiate successfully from weakness
- Negotiate effectively in adversarial relationships
- Handle situations that are complex or have political implications
- Deal with those who refuse to negotiate
- Reach agreement with a non-committed counterpart

## **Course Outline**

- Introduction
  - When do we negotiate?
  - Formal negotiations and their structure
  - Informal negotiating and influence situations
- Negotiation and Conflict Styles
  - Inventory: What is my style?
  - Negotiation styles of others
  - Control/power versus influence; when not to negotiate
  - Selling “ideas”: When you’re “selling”, are they “buying”? How to make that happen
- Achieving a Win/Win or Accomplishing Interest-Based Negotiations
  - Description of a win/win
  - Determining what success should look like
  - Dispelling negotiation myths
  - Five negotiation outcomes explored
  - Engaging in interest-based negotiations
  - Partnering vs. one time deals
- Preparing to Negotiate
  - Setting up a pre-negotiation strategy that creates the win/win scenario
  - Planning a negotiation process to match other styles, interests and ideologies
  - Create an interest-based playing field
  - Using position power carefully
  - Enlarging the pie: Preparing for mutual goal setting
- Negotiation as a Process
  - Seven steps of negotiation explored
    - Relationship or rapport building: The best one for each situation
    - True listening: To both what is said and meant
    - Interpreting counterparts
    - Creating an environment conducive to success
    - Negotiation with a “misfit team”; applying the process
  - Helping others become open and fair negotiators and dealing with non-

- negotiators
  - Questioning and dialoging
  - Negotiating from weakness
  - When and how to close
  - The power of follow through
- Negotiation nuances in supervisor/employee relationships
- When Negotiation Turns to Conflict
  - Selecting the best options at critical moments
  - How and when to use concessions
  - Language to regain trust and momentum
  - When and how to play a trump card
  - Six unfair moves and how to derail them
  - Recognizing when “walk away” is the best option
- Closing
  - Wrap-up
  - Q/A
  - Personal action planning

## **How You Will Learn**

- A seasoned instructor will present this course in a highly interactive “workshop” (lecture/practice) format.
- This workshop will give you the opportunity to apply the strategies taught to your own negotiation situations.
- During the workshop, you will develop a personalized action plan to improve your negotiations and receive feedback on it.
- You will receive a printed Participant Handbook which will help you remember, retain, and recall what you learned in class.
- Bonus materials: You will receive job-aids, including pre-negotiation planning worksheets, which will help you take what you learned back to your workplace to use on the job!

Revised

Dec. 4, 2005