



Negotiation for Results

People who can master the art of negotiation find they can save time, save money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in the workplace.

Negotiating is a fundamental fact of life at any level. This session will help you give participants confidence when negotiating with both internal and external clients. This interactive session also includes techniques to promote effective communications and to turn face-to-face confrontation into side-by-side problem solving.



This session will help you teach participants:

- The benefits of good negotiation skills.
- The importance of preparing for the negotiation process, regardless of the circumstances.
- Various negotiation styles and their advantages and disadvantages.
- Strategies for dealing with tough or unfair tactics.
- How to develop alternatives and recognize options.
- Basic negotiation principles, including BATNA, WATNA, WAP, and the ZOPA.

Introduction and Session Overview

The first part of the day will be getting to know participants and discussing what will take place during the session. Participants will also have an opportunity to identify their personal learning objectives.

What is Negotiation?

To begin, participants will explore the different types of negotiation (including positional bargaining) and the phases of negotiation.

The Successful Negotiator

Next, participants will explore key attributes of a successful negotiator.

Preparing for Negotiation

During this session, participants will learn the elements of preparing for negotiation: identifying your fears and hot buttons; doing research into your issues and the opponent's issues; and preparing your WAP, BATNA, WATNA, and ZOPA.

The Nuts and Bolts



This session will give participants some tips on preparing their documentation and choosing a place for the negotiation.

Making the Right Impression

Next, participants will learn the importance of self-presentation during the negotiation, including small talk, attire, first impressions, and their handshake.

Getting off to a Good Start

During this session, participants will explore how to establish common ground and how to use ground rules.

Exchanging Information

This session will look at how to exchange information, and what to do if the negotiation gets off to a bad start.

The Bargaining Stage

Participants will learn six techniques for negotiating success and they will have an opportunity to practice and observe these techniques through a role play.

Inventing Options for Mutual Gain

Next, participants will learn about the four obstacles to mutual gain, and how to turn them into negotiation advantages.

Getting Past No and Getting to Yes

This session will look at ways to get past no and how to break an impasse, so that you can get to "yes."

Dealing with Negative Emotions

During this session, participants will explore some ways to deal with negative reactions during a negotiation.

Moving from Bargaining to Closing

Next, participants will learn how to tell when it's time to move from the bargaining phase to the negotiation phase.

The Closing Stage

This session will discuss ways to build win-win solutions, achieve a sustainable agreement, and reach consensus.

Session Wrap-Up

At the end of the day, participants will have an opportunity to ask questions and fill out an action plan.