

Negotiation Skills: 1 Day Workshop



OVERVIEW

Negotiations are one of the best ways to resolve conflicting interests. They combine coercion with compromise, hard bargaining with joint problem solving. Both competition and cooperation are necessary. You must strive for the best deal without creating so much resistance that you get no deal at all.

It is hard to learn how to negotiate because the principles conflict with many of our cultural values and managerial principles. When you negotiate in a competitive way, you must set aside nearly everything you have learned about fairness, empathy, problem solving, and cooperation.

Overemphasising the competitive and coercive aspects of negotiations can be equally disastrous. If you let the desire to beat the other party dominate your tactics, you may end up with no deal at all. This course will show you how to balance competition and cooperation; helping you to keep your shirt - and take away a piece of theirs as well as working on effective joint solutions to increase the value of an agreement to both parties.

COURSE OUTLINE

Topics covered include:

- Overview of The Negotiation Process
- The Three-Phase Negotiation Mode
- Different personality types
- Understanding body language
- Pure Bargaining versus Joint Problem Solving
- Joint Problem Solving During Negotiations
- Negotiation checklist

Tools and exercises will be provided so that you can practice the techniques and strategies covered in the course.