



Negotiation Skills

ONE TO TWO DAY WORKSHOP

“Simple, straightforward, real world tools and approaches to successful negotiation. Win-win negotiations actually became a reality after this dynamic workshop”.

Telecom Account Executive, Toronto, Ontario, Canada

Description:

Gone are the days where negotiation was an exercise in “beating-down” the other person to satisfy your own personal or “business” agenda. Win-win negotiations are now the expectation whether you are dealing with external vendors/clients or internal staff or managers.

This workshop focuses on ascertaining the other party’s core “interests” and finding ways to meet them as well as your own. Planning for and then meeting both corporate and personal agendas assertively but with minimal conflict is the goal of this negotiation methodology.

Objectives:

Upon completion of this topic area, participants will return to work and be able to:

- Identify the core principles of Interest-based negotiations
- Understand how to identify the other party’s substantive, procedural and emotional interests
- Understand and practice core negotiation communication skills such as use of questions, reframing and acknowledgement
- Understand the Conflict Spiral and how to avoid it
- Prepare and practice for a real-life negotiation session including peer and instructor feed-back
- Complete a “Targets for Improvement” Action Plan to help guide the use of these behaviours back on-the-job

Agenda:

Communication Exercise

- A brief but powerful experiential exercise allows learners to experience the importance and difficulty of solid two-way communication. This exercise provides a foundation for the negotiation process that hinges on the use of effective communication.

The Core Principles of Interest-Based Negotiation & Problem-Solving

- Interest-based negotiation is compared with the traditional “positional” styles to negotiation and both the successes and challenges are identified. Gathering information and determining the other party’s substantive, procedural and emotional interests are critical outcomes of this module. Case studies and real-life scenarios are used to help participants in the process of “interest de-termination”. Looking for mutual options, sources of negotiating power,



establishing the “givens” and setting the appropriate tone are other core components that are covered through the use of discussions and group exercises.

Core Communication Skills & Dealing with Conflict

- A series of discussions and practical exercises will assist the group in both understanding and acquiring the skills necessary to communicate effectively during negotiations.
- Communication by words, tone, and body language will be discussed and practiced as well as identification of practical conflict resolution strategies and how to avoid the “conflict spiral” that many negotiators fall victim to.

Action Planning

- Specific discussion on how the negotiators will apply what was covered back on-the-job and what support they will need from each other and their Managers.