

## Negotiation Skills for Tough Situations: Tools and Techniques That Deliver Results - 3 Days

### Course 341 Overview

- You Will Learn How To**
- Conduct principled negotiations that result in wise agreements
  - Incorporate a process approach into your negotiation skill set
  - Formulate communication strategies based on various situations
  - Develop a confident negotiating style to deflect tough tactics
  - Apply practical psychology principles to negotiate effectively
  - Enhance your negotiation skills by applying good practices in real-world settings

**Course Benefits** Many interactions in a professional environment involve a series of negotiations whose outcome could be the difference between success and failure. In this course, you acquire the knowledge to develop sophisticated negotiating skills crucial to achieving desired results and building strong relationships while keeping business alliances intact. You gain experience through negotiation simulations and practice sessions which build a powerful negotiation toolkit.

**Who Should Attend** Anyone responsible for negotiating the best possible terms of an agreement in public and private sectors and those negotiating resources and deliverables in a project environment.

**Hands-On Training** Through intense, practical scenarios, you acquire a robust set of negotiation skills and gain experience in:

- Practising real-world negotiation scenarios
- Role-playing "tough" situations to develop powerful negotiation skills
- Building effective negotiation strategies using SWOT, Johari Window and profiling
- Identifying hidden agendas and taking action
- Timing the start and close of negotiations
- Effectively handling moves and turns
- Applying E.I. and M.I. knowledge for an extra edge in your negotiations
- Transferring lessons learned to real-world negotiations

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### Course 341 Outline

#### Defining the Negotiation Environment

- The impact of culture on effective negotiation
- The range of negotiation styles and practices
- Managing an effective negotiation environment
- Differentiating win/win from win/lose
- Defining the wise agreement

#### The Psychology of Successful Negotiation

##### Applying motivation best practices

- Assessing the communication profile of negotiating parties
- The impact of beliefs and values
- Creating and adjusting plans based on SWOT analysis
- Identifying Emotional Intelligence (E.I.)
- Multiple Intelligence (M.I.) and communication filters
- Analysing communication strengths and challenges

##### Listening actively for effective negotiation

- Developing rapport
- Drafting an iterative negotiating plan
- Mapping E.I. and M.I. to improve communication
- Recognising and valuing diversity in others

#### Dealing with Tough Negotiations

##### Common tough tactics

- Intimidation, games and tactics
- Countering moves of classic manipulators
- Challenging conventional wisdom on tough tactic effectiveness

##### Principled responses to tough tactics

- Negotiation tactics for effective outcomes
- Revealing unprincipled moves and motivations
- Countering the win/lose mind-set
- Managing emotional pressures

#### Powering Up Principled Negotiation

##### What is principled negotiation?

- Elements of principled negotiation
- The 5-step negotiation process model
- Payoffs of principled negotiation

##### Standards for principled negotiation

- Baseline negotiation standards
- Building a wise agreement
- Efficient and ethical negotiation approaches

#### Planning Wise Negotiation Outcomes

##### The components of a negotiation plan

- Structuring positional analysis with the Johari Window
- Clarifying potential outcomes
- Leveraging the power of BATNA
- Tailoring your situational approach

##### Forming a negotiation preparation plan

- Successful negotiation planning
- Balancing plan components
- Crafting a negotiation plan
- Testing plan feasibility
- Future-proofing your plan

##### Setting the stage for successful negotiation

- Logistics for successful outcomes
- Anticipating logistical power plays
- Building psychological readiness
- Physical fitness for negotiation success

#### Managing the Negotiation

##### Conducting a principled negotiation

- Recognising hidden agendas
- Making the most of start and stop signals
- Knowing when to Agree, Bargain, Control or Delay (ABCD)
- Gaining collaboration and support
- Sustaining positive momentum

##### Informal and formal negotiations

- Distinguishing watercooler vs. boardroom strategies
- Choosing when, and when not, to formalise
- Gauging the best way to close the deal

#### Applying Your Skills in an Authentic Environment

##### Developing agile strategies

- Moving from one-to-one to interteam negotiations
- Deploying an iterative process
- Conducting matrix problem solving

##### Best practices of principled negotiation

- Arriving at wise agreements
- Creating efficacy in the negotiation process
- Delivering ongoing value through positive relationships and reduced stress