

Negotiation Skills: Achieving Successful Outcomes - 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 "hardball" tactics
 - Apply psychology principles to negotiate effectively
 - Enhance your negotiation skills by applying best practices in a real-world setting
- 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 the best possible terms of an agreement and building strong relationships. You gain experience through a dynamic learning environment of media-rich activities, practice sessions and in-depth, real-world simulations.
- Who Should Attend** This course is valuable for anyone responsible for negotiating the best possible terms of an agreement for their organisation or those who desire to sharpen their negotiating skills.
- RealityPlus** Through interactive simulations, video scenarios and a series of immersive activities, you acquire a robust skill set of negotiation strategies and gain experience in:
- Practising real-world negotiation scenarios
 - Role-playing "hardball" techniques to develop principled responses
 - Performing positional analysis with SWOT and Johari Window
 - 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 powerful outcomes
 - Transferring lessons learned to a simulated real-world negotiation

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Course 341 Outline

Defining the Negotiation Environment

- The impact of organisational culture
- The range of negotiation styles and practices
- Assessing negotiation feelings and attitudes
- Differentiating win/win from win/lose
- Defining the wise agreement

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

Timely Starting and Closing Actions

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

Going Head-to-Head with "Hardball" Negotiators

Common "hardball" styles

- Intimidation, games and tactics
- Moves of classic manipulators
- Challenging conventional wisdom on "hardball" effectiveness

Principled responses to "hardball" tactics

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

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

Applying Your Skills in an Authentic Environment

Developing agile strategies

- Moving from one-to-one to inter-team negotiations
- Deploying an iterative process
- Conducting resource 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