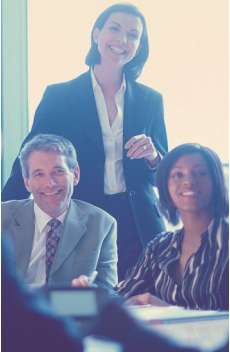


The Strategy Of Negotiating

About the Program



We usually think about negotiating for financial outcomes, but negotiating is much broader, including negotiating work/life balance, workload, service levels, teamwork, even where to go for dinner. The key to negotiating while maintaining relationships is to understand motives and use a win-win approach. Successful negotiations is not a zero sum game.

Target Audience

Associates who have responsibility for negotiating agreements

Course Length

8-10 hours

Participants =
Up to 16

This program will improve your ability to:

- ◆ Identify the **critical influencers** of a negotiation (i.e.: people, business strategies, competition) and develop strategies to minimize negative influencers and maximize positive influencers.
- ◆ **Plan** and use a **process** that focuses on developing options that provide solutions beyond each party's initial position.
- ◆ Be able to draw out the **needs and interests** of the other party through effective questioning and listening techniques.
- ◆ Be able to creatively and jointly **problem solve** to come to a solution that is satisfying to both parties.

Learning Approach

This program prepares participants to handle a real-world negotiation through:

- ◆ Participants' analysis and planning of their own real situations
- ◆ Applying interpersonal skills
- ◆ Learning from other participants who act as coaches
- ◆ Practicing the negotiation in a roleplay

Content:

- ◆ The win-win philosophy of being hard on the problem, but easy on people
- ◆ Conducting a situation analysis regarding the negotiation to create a strategy
- ◆ Asking questions and listening to understand the other parties interests and needs behind their position
- ◆ Identifying your own acceptable agreement
- ◆ Creative problem solving to find mutually agreeable solutions