

## Negotiation Skills Workshop

### Course Duration 1 Day

Although people often think of boardrooms, suits, and million dollar deals when they hear the word negotiation, the truth is that we negotiate all the time. Through this workshop participants will be able to understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating.

The Negotiation Skills workshop will give your participants a sense of understanding their opponent and have the confidence to not settle for less than they feel is fair. Your participants will learn that an atmosphere of respect is essential, as uneven negotiations could lead to problems in the future.

### Course Objectives

At the end of the course participants will be able to:

- Understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating
- Understand and apply basic negotiating concepts: WATNA, BATNA, WAP, and ZOPA
- Lay the groundwork for negotiation
- Identify what information to share and what to keep to yourself
- Understand basic bargaining techniques
- Apply strategies for identifying mutual gain
- Understand how to reach consensus and set the terms of agreement
- Deal with personal attacks and other difficult issues
- Use the negotiating process to solve everyday problems
- Negotiate on behalf of someone else

### Course Outline

#### Understanding Negotiation

Types of Negotiations  
The Three Phases  
Skills for Successful Negotiating

#### Getting Prepared

Establishing Your WATNA and BATNA  
Identifying Your WAP  
Identifying Your ZOPA  
Personal Preparation

#### Laying the Groundwork

Setting the Time and Place  
Establishing Common Ground  
Creating a Negotiation Framework  
The Negotiation Process

#### Phase One – Exchanging Information

Getting Off on the Right Foot  
What to Share

What to Keep to Yourself

#### Phase Two - Bargaining

What to Expect  
Techniques to Try  
How to Break an Impasse

#### About Mutual Gain

Three Ways to See Your Options  
About Mutual Gain  
Creating a Mutual Gain Solution  
What Do I Want?  
What Do They Want?  
What Do We Want?

#### Phase Three – Closing

Reaching Consensus  
Building an Agreement  
Setting the Terms of the Agreement

#### Dealing with Difficult Issues

Being Prepared for Environmental Tactics  
Dealing with Personal Attacks  
Controlling Your Emotions  
Deciding When It's Time to Walk Away

#### Negotiating Outside the Boardroom

Adapting the Process for Smaller Negotiations  
Negotiating via Telephone  
Negotiating via Email

#### Negotiating on Behalf of Someone Else

Choosing the Negotiating Team  
Covering All the Bases  
Dealing with Tough Questions