

Negotiating for Results

Negotiating is about resolving differences. People who can master the process of negotiation find they can save time and money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in their communities when they understand how to negotiate well.

Negotiating is a fundamental fact of life. Whether you are working on a project or fulfilling support duties, this workshop will provide you with a basic comfort level to negotiate in any situation. This interactive workshop includes techniques to promote effective communication and gives you techniques for turning face-to-face confrontation into side-by-side problem solving.

What Will Students Learn?

- ✓ Understand how often we all negotiate and the benefits of good negotiation skills.
- ✓ Recognize the importance of preparing for the negotiation process, regardless of the circumstances.
- ✓ Identify the various negotiation styles and their advantages and disadvantages.
- ✓ Develop strategies for dealing with tough or unfair tactics.
- ✓ Gain skill in developing alternatives and recognizing options.
- ✓ Understand basic negotiation principles, including BATNA, WATNA, WAP, and the ZOPA.

What Topics are Covered?

- ✓ What is negotiation?
- ✓ The successful negotiator
- ✓ Preparing for negotiation
- ✓ Making the right impression
- ✓ Getting off to a good start
- ✓ Exchanging information
- ✓ The bargaining stage
- ✓ Reaching mutual gain and moving beyond “no”
- ✓ Dealing with negative emotions
- ✓ Moving from bargaining to closing
- ✓ Solution types

What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes
- ✓ Specialized manual and course materials
- ✓ Personalized certificate of completion