

NEGOTIATION SKILLS WORKSHOP

PURPOSE: The purpose of the Negotiation Skills Workshop (NSW) is to provide participants with the knowledge, skills, and ability to conduct their negotiations with greater confidence and better outcomes. The workshop explores the entire negotiating process, typical negotiating dynamics and effective negotiating behavior. The program examines internal negotiating tactics as well as how to negotiate with competitors, suppliers and customers. Participants learn how to use tools and techniques that will strengthen their negotiating skills whether in a purchasing role, sales, or management.

LEARNING OUTCOMES: As a result of attending NSW, participants will be able to:

- Define the dimensions and behaviors of the negotiating process
- Use the GAINS model to conduct negotiation meetings
- Explain how to use and counter negotiation tactics
- Apply active listening techniques when negotiating
- Differentiate old negotiating methods from modern ones

LENGTH: One Day 08:00 – 16:30 (Also available in a two-day version that increases skill practice time)

IACET CEU: 0.65 CEU

BENEFITS: A stimulating use of practice sessions, application exercises, feedback, and discussion of the real-life challenges faced by the participants. Participants are able to develop strategies for dealing with their own work situations. The program can be expanded to two days to include special client needs and more skill building problems.

PROGRAM OUTLINE

TIME	TOPIC / ACTIVITY
8:00	OVERVIEW AND INTRODUCTION <ul style="list-style-type: none"> • Objectives and agenda • Challengers and definitions
8:30	GAINS NEGOTIATING FRAMEWORK <ul style="list-style-type: none"> • Internal vs external negotiating
8:45	PRINCIPLES OF NEGOTIATING <ul style="list-style-type: none"> • "The project dilemma" case • Dynamics of negotiating
9:00	PLANNING A NEGOTIATION <ul style="list-style-type: none"> • Currencies / zones of agreement / reframing • Knowing our mindset and attitudes
9:45	BREAK
10:00	IMPLEMENTATION TACTICS <ul style="list-style-type: none"> • EQ personality / authentic listening / handling stress and pressure • Time, information and power
12:00	LUNCH
1:00	NEGOTIATION SIMULATION <ul style="list-style-type: none"> • Resource allocation negotiation • Application of tools and principles
3:00	BREAK
3:15	CONDUCTING EFFECTIVE NEGOTIATIONS <ul style="list-style-type: none"> • Principles and practices • Personal open case situations • Selected tactics - use and counters
4:30	END