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Negotiation Skills

Course #: PD-112 **Duration:** 1 day

Prerequisites

None

Details

This immersive, one-day course is designed to equip professionals with the skills and strategies required for effective negotiation in various business contexts. Through exploration of the three-stage negotiation process, this course will help participants recognize their negotiation strengths and weaknesses, understand their BATNA, WATNA, WAP, and ZOPA, develop a negotiation framework, handle challenging negotiation scenarios, and apply these skills in different environments, including remote settings. Additionally, the course will cover strategies for negotiating on behalf of others, providing comprehensive preparation for a wide range of business negotiations.

Software Needed

None

Outline

- **Understanding Negotiation**
  - Defining Negotiation: A Three-Stage Process
  - Essential Skills for Successful Negotiating
- **Preparing to Negotiate**
  - Establishing Your WATNA and BATNA
  - Identifying Your WAP
  - Calculating Your ZOPA
  - Personal Preparation
- **Laying the Groundwork**
  - Setting the Time and Place
  - Establishing Rapport and Common Ground
  - Creating a Negotiation Framework
  - The Negotiation Process
- **Stage One: The Art of Information Exchange**
  - Effective Initial Strategies
  - What to Share: Balancing Transparency and Strategy
  - Keeping Secrets: When to Withhold Information
- **Stage Two: Bargaining**
  - Anticipating Challenges
  - Strategies to Enhance Your Position
  - Making and Receiving Offers and Counteroffers

- Resolving Stalemates: How to Break an Impasse

- **The Concept of Mutual Gain**
  - Three Ways to See Your Options
  - About Mutual Gain
  - What Do I Want?
  - What Do They Want?
  - What Do We Want?

- **Stage Three: Closing Tactics**
  - 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
  - Knowing When to Walk Away

- **Negotiating Outside the Boardroom**
  - Adapting the Process for Smaller Negotiations
  - Remote Negotiations: Virtual, Phone, and Email

- **Negotiating on Behalf of Someone Else**
  - Choosing the Negotiating Team
  - Covering All the Bases
  - Dealing with Tough Questions

- **Wrapping Up**
  - Words from the Wise
  - Review of Parking Lot
  - Lessons Learned
  - Completion of Action Plans and Evaluations