

Become a Great Negotiator!

Course Code: 1410

Course Duration: 2 days

All of us negotiate, both professionally and personally. You may need to negotiate deliverables with your supervisor or project team. Maybe you work with service providers or sales professionals and need to formally negotiate pricing and service levels. Your negotiations may be the more informal daily give and take of getting complicated tasks done in a timely manner. In any case, having the skills to prepare for these scenarios and work toward successful outcomes for all the participants will be invaluable. *Become a Great Negotiator* will give you tips and show you techniques that work to help you get started down the road of success.

Course Description: This course will prepare you with several case studies and hands-on exercises in the tactics and strategies of negotiation. It begins with understanding the role of negotiations and leads participants through approaching different people, preparing for negotiations, handling tough negotiators and closing the deal.

Topics List:

- Role of negotiations
- Definitions of success and failure
- Multiple intelligences and negotiations
- Active listening
- Types of negotiations
- Tactics and tools
- Tough negotiators
- Difficult negotiations
- Coping with stress
- Getting past impasse

Outline

1. Role of Negotiations
 - a. Significance of negotiations in the workplace
 - b. Recognize when negotiations are taking place
 - c. Identify the ingredients of effective negotiations
2. Interpersonal Communications
 - a. Recognize the ingredients of effective communications
 - b. Formulate communications that are effective, efficient and successful
3. Overview of Negotiations
 - a. Define negotiations
 - b. Outline goals and desired outcomes for each negotiation
 - c. Analyze for necessary ingredients
 - d. Know when you are prepared
 - e. Types and kinds of negotiations
 - f. Ethical issues

4. Planning and Preparation
 - a. Plan negotiations
 - b. Use a negotiations outline
 - c. Consider perspective in your planning
5. Strategies and Tactics
 - a. Develop strategies
 - b. Employ tactics
 - c. Avoid being manipulated by the strategies and tactics of others
6. Tough Negotiators
 - a. Identify tough negotiators
 - b. Categorize their techniques
 - c. Develop strategies in response to tough negotiators
7. Dealing with Anger
 - a. Recognize levels of anger
 - b. Manage situations involving anger
 - c. Avoid being manipulated by hot buttons
8. Closing the Deal
 - a. Recognize opportunities to close
 - b. Use a variety of techniques to close
 - c. Manage impasse and deadlock

Who Should Attend: Project managers, team leaders, functional leaders, project leads, senior managers, resources managers, program managers.