The art of Negotiating has been thought of as a skill reserved only for those doing sales or procurement. However, the truth is that everyone negotiates more than we make think we do. We negotiate with our bosses, our colleagues, our staff, and pretty much everyone we work with. We negotiate because we need to drive results. This one-day course is founded upon the concept of principles-based negotiations and helps the participant learn the skill and art of negotiations through actual hands-on exercises in negotiating. Participants are immersed in various simulation activities that mimic various negotiation scenarios that professionals deal with on a regular basis.

At the end of this course, the participant should be able to:

- Describe why negotiations is both a skill and an art
- Perform Principle-based Negotiations in various scenarios
- Apply and respond to various negotiation techniques taught in this course

Course Outline

- Introduction
    - Negotiation as both an Art and Science
- Why can’t I negotiate well?
    - The Problem with Positions
    - Principle-based versus Position-based Negotiations
- Principle Based Negotiations
    - Activity: The Rent
    - Separate People from the Problem
    - Activity: The Job Offer
    - Focus on Interests, not Positions
    - Activity: Selling the Kitchen Sink
    - Generate Options
    - Activity: Cubicle Mates
    - Use Objective Criteria

- What if they are more powerful at negotiating?
    - Activity: Hostile Takeover
    - Developing your BATNA
- What if they won’t play?
    - Negotiation Jiu-jitsu
    - The one-text procedure
    - Activity: Team-based Negotiation
- Negotiation (dirty) tricks and techniques
- Wrap up and closure

Course Duration

- 1 day – face to face

Delivery Methodologies

- Lecture
- Role Based Simulations
- Plenary Discussions

This course is recommended for

- Sales Agents / Account Managers
- Business Owners
- Customer Service Personnel
- People who have high levels of internal or external interaction in their organization

Upcoming Events

Dec 11
9:00 am – 5:00 pm

Negotiating For Results

Feb 12
9:00 am – 5:00 pm

Negotiating For Results

Apr 23
9:00 am – 5:00 pm

Negotiating For Results

Jun 30
9:00 am – 5:00 pm

Negotiating For Results

Sep 24
9:00 am – 5:00 pm

Negotiating For Results

View Calendar