

## Effective Negotiation Skills

*“In a successful negotiation, everybody wins.”*

Everybody in business negotiates; not only purchasing and sales managers, but also project leaders, development engineers and department heads. Successful negotiation involves understanding the needs and interests of your partner and developing solutions which meet those needs without compromising on issues that are of critical importance to you and your organization.

This is not easy and when negotiating under time pressure and across organizational and national cultures, this task becomes even more challenging. In addition, negotiating complex issues often requires that people negotiate in teams. This team-based approach brings additional benefits but also involves risks which need to be carefully managed. The objective of this workshop is to enable business professionals to plan and negotiate effectively to create sustainable business results.

<b>Objectives</b>	<p>At the end of this workshop participants will be able to:</p> <ul style="list-style-type: none"><li>➤ build co-operative business relationships with internal / external partners.</li><li>➤ use a systematic negotiation process to create successful outcomes.</li><li>➤ plan effectively for a negotiation using tools.</li><li>➤ use and react to common negotiation tactics.</li><li>➤ adapt their negotiation style to different corporate and national cultures.</li></ul>
<b>Content</b>	<ul style="list-style-type: none"><li>➤ Selecting a negotiation strategy... win-win or win-lose?</li><li>➤ Creating win-win outcomes with the NEGOTIATE process</li><li>➤ The Harvard model of principled negotiation</li><li>➤ Planning tools and toolkit</li><li>➤ Dealing with common negotiation tactics</li><li>➤ Breaking deadlock and creating options</li><li>➤ Team roles and responsibilities</li><li>➤ Negotiating across cultures</li></ul>
<b>Learning Methodology</b>	<p>The participants will be expected to do some preparation in advance of the program and provide input on some company-specific simulations.</p> <p>The workshop will involve experiential-based learning, case studies, group activities, lecturettes, discussions, simulations and video-debriefings.</p> <p>Each participant will be asked to reflect on their strengths and areas of development as a negotiator and identify steps for their further development.</p>
<b>Workshop</b>	<p>This is a three-day workshop for a group of 16 participants working with two Clarion Learning consultants at an off-site location.</p>