

Negotiation Skills

Although people often think of boardrooms, suits, and million-dollar deals when they hear the word negotiation, the truth is that we negotiate all the time. For example, have you ever:

- Decided where to eat with a group of friends?
- Decided on chore assignments with your family?
- Asked your boss for a raise?

These are all situations that involve negotiating!

Modules

- Basic types of Negotiations.
- Phases of Negotiations
- Skills for Successful Negotiating
- Understand and apply basic negotiating concepts:
 - WATNA, BATNA, WAP, ZOPA
- Lay the groundwork for negotiation
- Exchanging Information
 - What to Share, What to Keep to Yourself
- Basic Bargaining Techniques
- Creating a Mutual Gain Situation
- Reaching Consensus
- Building an Agreement
- Setting the Terms of the Agreement
- Dealing with difficult issues
- Use the negotiating process to solve everyday problems
- Negotiate on behalf of someone else
- Dealing with Tough Questions

Learning Outcomes

The Negotiation Skills workshop will give participants an understanding of the phases of negotiation, tools to use during a negotiation, and ways to build win-win solutions for all those involved.



2 Day Workshop

Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Wrapping up

- Activities
- Words from the Wise
- Review of Parking Lot
- Lessons Learned