

Effective Negotiator

Duration: 1 day

Overview:

The New Horizons' The Effective Negotiator Program teaches participants the basics of negotiations. You will learn the basic types of negotiation and how to use negotiation processes in multiple situations. You will be able to articulate the phases required for success and learn the concepts WATNA, BATNA, WAP and ZOPA, their importance to a negotiation and how to apply them. You will be able to complete the groundwork for a negotiation and identify what information to share and what not to. Further, you will learn basic bargaining techniques, mutual gain strategies and tactics to reach consensus and establish terms of agreement. Finally, you will gain skills in dealing with personal attacks and other tricky situations as well as how to negotiate on behalf of others.

Target Audience:

This course suits anyone who needs to negotiate with other parties – internal or external – in the course of their job. Those dealing with sales, external providers, time frame critical projects/outcomes and the management of individuals and teams will gain great benefit.

Lesson One: Getting Started

- Workshop objectives

Lesson Two: What is Negotiation?

- Distributive or Integrative Negotiation
- Phases of Negotiation
- Skills of the Effective Negotiator

Lesson Three: It's all about the Preparation

- Understanding your WATNA and BATNA
- Walk away price of WAP
- Identifying your XOPA

Lesson Four: Creating a Communicative Atmosphere

- Choosing the Time and Place
- Identify Common Ground

Lesson Five: Phase One - Exchanging Information

- Setting the Right tone
- What to share
- Practice your Poker face

Lesson Six: Phase Two - Bargaining

- What to expect
- Tactics for negotiation
- How to break through a roadblock

Lesson Seven: Mutual Understanding

- Three ways to see your options
- What do I want?
- What do they want?
- What do we want?

Lesson Eight: Phase Three - Closing

- Reaching Consensus
- Building the Agreement
- Some key questions

Lesson Nine: Dirty Tricks

- Environmental Tactics
- Personal Attacks
- Control your emotions or your emotions will control you
- De-escalate the situation
- Time to walk away

Lesson Ten: Everyday Negotiation

- How to deal with smaller negotiations
- Negotiating via telephone

Lesson Eleven: Negotiating on behalf of a third party

- Team information
- Covering all the bases
- Tough questions

Lesson Twelve: Wrapping Up

- Words from the wise