



**DIFFICULT PEOPLE
MADE EASY**

Negotiation Skills for Professionals

Course Outline



Are you ready to power up your negotiation skills

Taking your negotiation skills to the next level is a smart career move. No matter what your role, you will need to negotiate right throughout your career. Salary negotiations, project timelines, individual KPIs, team objectives and sales or purchasing contracts are all topics you may find yourself negotiating about. So you need to know the what, how and when of negotiation. Hear how to use the 'principle based' approach to negotiation. Think through a plan and structure for a negotiation – whether you're negotiating individually or as a team. See videos of world experts in negotiation applying a range of negotiation tools and tactics. Get hands on experience using those tools and tactics yourself, so you can become a more confident and assertive negotiator.

Why learn how to improve your negotiation skills?

Strengthening your negotiation skills can help you drive business success, improve client or peer relationships and find positive solutions to problems or disputes. The techniques covered in this practical course can be used to:

- Put an end to other people dominating your negotiations
- Keep every negotiation on-track – no matter what level of formality is involved in the process
- Stop your professional relationships being damaged by disputes or conflicts
- Build collaborative relationships where everyone's needs are respected
- Eliminate any 'bad habits' which reduce your success as a negotiator
- Know what to do say to get the best possible results when negotiating

What will you learn in this course?

You'll come out of this session with hands on experience using practical tools for negotiating. Discover why professional negotiators take a collaborative approach to negotiation – rather than trying to 'win' at any cost. Hear what experts in negotiation know about building outcomes which address needs and concerns fairly. Learn how to:

- Work out whether to take a 'distributive' or 'integrative' approach to negotiation
- Apply the 'principle based' negotiation model in a range of contexts
- Assess, map and plan a negotiation before you enter into discussion with other parties
- Open a negotiation session
- Map each party's needs, drivers and concerns
- Build options and outcomes in collaboration with other parties in a negotiation
- Manage the 'feeling' side of negotiation
- Respond confidently to problematic situations when negotiating

The information covered in this course comes from the fields of applied psychology, negotiation theory and business studies. You'll cover models such as:

- The Harvard negotiation model
- Integrative versus distributive approaches
- Collaborative problem solving
- Verbal techniques for opening, directing and closing negotiations

How can put your learning to use?

The skills covered in this course can be used in business to agree on terms of employment (including your salary), sort out team conflicts, develop commercial contracts and set the price for goods and services. In your personal life, you can use the skills learned in this negotiation skills course to make major purchases, find fair solutions to family conflicts and handle neighbourhood disputes.

What topics will you cover?

Topic one: Introduction to negotiation

Explore the principles of effective negotiation and learn how they can be used to create positive negotiation outcomes. Hear how four key principles can be used in everyday negotiation situations. Work out how 'formal' the negotiations you engage in are – so you can choose appropriate approaches and tactics.

Topic two: Choosing your approach

The approach you take to negotiation depends upon the context, the issue under discussion and the mindsets of the parties involved. See how to assess your situation, so you can work out which approach to take. Talk through the reasons for taking a distributive approach or an integrative approach to negotiation.

Topic three: Planning your negotiation

Negotiation is like public speaking. Most of the work happens before you enter the 'stage.' Learn how to plan your negotiation using four key concepts. Your BATNA is your best alternative to a negotiated agreement. Your WATNA is your worst alternative to a negotiated agreement. In combination, your BATNA and WATNA determine how powerful you are within a negotiation. To succeed in negotiations, you also need to know your desired outcome and your walk away price (WAP). Learn how to factor these elements into your negotiation by creating a negotiation map.

Topic four: Framing your negotiation

The words you use during negotiation matter. In this section of the course, you'll learn how to use linguistic 'frames' to open, direct and close a negotiation. These frames help you decide what to say and when to say it during negotiations.

Topic five: Exploring needs and concerns

Hear why understanding all parties' needs and concerns makes you a stronger negotiator. See two key skills– spotlight questioning and deep level listening- being used by professional negotiators. Then try out these techniques for yourself. Get hands on experience working through the key stages of a needs-based negotiation.

Topic six: Creating win/win options

In negotiation, the most flexible thinker leads the conversation. See how YOU can be that person. Learn to draw an 'option generator' in order to expand possibilities for action. Try out a range of collaborative problem solving tools.

Who teaches this course?



Eleanor Shakiba is a leading people skills trainer, based in Sydney. She has helped thousands of professionals to use breakthrough thinking and communication tools. Eleanor has written over 90 training courses, 12 audio programs and 10 videos to help people excel at work. Each month, she publishes a new communication skills program on YouTube.

Eleanor is qualified in Social Anthropology, Adult Education, Applied Psychology, Neuro Linguistic Programming and Mediation. She writes and teaches in the areas of applied psychology, communication and conflict resolution. Her passion is helping professionals learn skills for success in the real world.

See Eleanor in action at <http://www.youtube.com/user/thinklearnsucceed>

How is the course delivered?

This is a highly interactive course, delivered over one day. Book it for your team, if you need training that delivers practical skills in a dynamic format. The course covers the why, what and how of negotiation in professional contexts. You'll learn through a variety of methods including:

- Mini lectures
- Video presentations
- Question and answer sessions
- Demonstrations by the trainer
- Practical group activities
- Individual planning activities

What past participants say about this course

"Great session, learnt a lot of useful skills and knowledge to help me with work."

"Very useful tactical/strategic approaches to achieving successful outcomes."

"It was fantastic. Great amount of knowledge. I felt inspired by the passion that Eleanor demonstrated."

Book Negotiation Skills for Professionals for delivery at YOUR workplace now.