Effective Negotiation Skills

Course Outline
Training Program Description

Negotiation skills are vital for career success. Learn to achieve results, create agreements and build relationships that last through effective negotiation. Build your confidence and persuasion skills through this two course professional development program.

Through the trainer’s expertise and practical knowledge, you will be able to define the key concepts associated with competency models and you will be able to:
• To improve your interpersonal skills when dealing with others.
• To develop effective negotiation skills to achieve positive results.
• To apply the best practice model to develop an effective negotiating style.
• To understand basic negotiating concepts.
• To deal with diverse personalities, communication styles, and bargaining power.
• To incorporate a process approach into your negotiation skill set.
• To navigate real-world pressures and challenges to achieve success.
• To leverage your strengths and experiences to deliver productive outcomes.
• To deal with personal attacks and other difficult issues.
• To use the negotiating process to solve everyday problems.
• To negotiate on behalf of someone else.

This Training Program is designed for

All employees from junior positions up to managerial positions; since from time-to-time, conflict and disagreement will arise as the differing needs, wants, aims and beliefs of people are brought together. Without negotiation, such conflicts may lead to argument and resentment resulting in one or all of the parties feeling dissatisfied. The point of negotiation is to try to reach agreements without causing future barriers to communications.
The Learning Model

The trainer uses up-to-date training techniques and a variety of training methods, to give all participants the best opportunities for learning, including:

- Class Session
- Group Discussions
- Simulations exercises
- Case studies and Problem Solving Exercises
- Individual assignments
- Templates and tools

Course Duration

14 Training Hours

Training Program Outline:

1. Introduction
   - What is negotiation?
   - Why negotiate?
   - When to negotiate?

2. Negotiation Strategies

3. Negotiation Models & Human Interaction Paradigms
   - Win/Win
   - Win/Lose
   - Lose/Win
   - Lose/Lose

4. Win-Win Characteristics

5. The Negotiation Game
   - Nash Equilibrium
   - The Prisoners’ Game
   - Negotiation Outcomes

6. PRAM Model
7. Required Communication Skills
  ■ Meet LARS
  ■ Non-Verbal Communication
  ■ Body Language Roles
8. Interpersonal Skills
  ■ The Driver Style
  ■ The Expressive
  ■ The Amiable
  ■ The Analytical
9. Negotiation Behaviors
  ■ The Red Behavior
  ■ The Blue Behavior
  ■ The Purple Behavior
10. Negotiation Phases
  ■ Plan
  ■ Debate
  ■ Propose
  ■ Bargain
11. Integrative vs. Positional Bargaining
  ■ The Best Alternative to a Negotiated Agreement (BATNA)
  ■ The Worst Alternative to a Negotiated Agreement (WATNA)
  ■ The Walk Away Position (WAP)
  ■ Zone of Possible Agreement (ZOPA)
12. Conflict Management
13. Personality & Negotiation
14. Alternative Dispute Resolution (ADR)
  ■ ADR Spectrum
  ■ Mediation
  ■ Mediation vs. Litigation
15. Conclusion
HR Pulse has the Learning Solutions to Empower Your People & Grow Your Business