

Negotiation Skills

Concept and Principles

- Definitions
- Essential elements
- Principled positional negotiation

Communication Skills Essential to Effective Negotiating

- Questioning
- Active listening
- Perception checks
- Assertive communication
- Initiating proposals
- Interrupting and differing

The Basics of Negotiation

- Winning and losing situations
- Negotiation techniques
- Approach to negotiation
- Force field analysis

Negotiation Process

- Preparation and planning the negotiation
- Discussing the problem
- Proposing solutions
- Negotiating a compromise
- Finalizing an agreement

Team Negotiating

- Do's and don'ts in teams

Desirable Characteristics in Skilled Negotiators

- Traits needed for success in your area
- Negotiating motivation

Strategy and Tactics

- Hard and soft strategies and tactics
- Counter strategies and tactics
- Practice cases

Conflict Management

- What constitutes conflict and being comfortable with it
- Identifying your personal conflict management style
- 5 methods of managing conflict
- 5 key action steps in conflict resolution