

Negotiation Skills Training Description

Introduction to Negotiation

- Why do you need to negotiate?
- What types of negotiations exist?
- What are the characteristics of a confident negotiator?
- How to handle conflicts in negotiations?
- What steps do you need to go through when negotiating?
- What is the difference between negotiation and persuasion?

Negotiation Strategy

- What outcome should you aim for?
- How to perform *Outcome Analysis*?
- What is the best negotiation strategy?
- Should you bargain over positions explicitly?
- What is *principled negotiation*?
- What strategies can you use to take the upper hand in negotiations?
- What can you do to move the negotiation forward when you think it is getting stuck?

How to Negotiate

- What is the *8-Step negotiation preparation* guide?
- How to discuss *negotiation variables*?
- How to set your selling or buying limits systematically?
- How to manage your *Settlement Range*?
- How to manage concessions when you give them or receive them?
- How to break deadlocks?
- How to settle a negotiation to get what you asked for?
- How to close a negotiation?

Emotions in Negotiations

- How to handle negotiations emotionally?
- How to bargain effectively?
- How to take advantage of human emotional reaction and use that to your benefit?
- How to take advantage of body language?
- How to express your disagreement while maintaining the relationship?

Handling Psychological Tactics in Negotiations

- What are *psychological tactics* used in negotiations and how to respond to them?
- How to handle an angry negotiator?

- How to respond to shock tactics?
- How to big up your side of the negotiation and bring down theirs?
- How to handle their lack of authority to proceed?
- How to respond when you are given only one choice?
- How to handle a demanding negotiator?

By the end of this course, participants will be able to:

- Understand the **underlying principles of negotiation** and learn what you can do to get the best outcome
- Use a **negotiation strategy** that moves you closer to a **win/win outcome**
- Prepare for negotiation by following a **step-by-step approach** and set your **critical limits**
- Use a set of **psychological tactics** to explore the other side's motives and learn how to **respond to tactics** used by them
- **Derive specific values** based on your negotiation variables and use them to **bargain systematically** over your settlement range
- **Finalize the outcome** of your negotiation to get exactly what you have asked for