

The Art of Negotiation

About the Workshop

Negotiation is often thought of as a contest in which one side wins and the other side loses. The truth is that we negotiate every day to meet our needs without antagonizing or defeating others. This kind of negotiation is known as win-win or collaborative problem solving.

This workshop looks at all forms of negotiation, but emphasizes on win-win negotiating principles and strategies. It introduces new concepts, tools, and guidance, reflecting on recent advances in collaboration and cooperation and new attitudes towards negotiation.

Learning Objectives

Upon completion of workshop participants will be able to:

- Explore Negotiation Opportunities and approaches
- Understand the steps necessary for negotiators to work effectively
- Learn Negotiation strategies and tactics for success
- Understand Negotiation Skills using the case study method

Target Audience

This workshop will appeal to a wide range of audiences and is intended for anyone.

Topics Covered

- 1. An Introduction to Negotiation**
 - a. Attitude and negotiation
 - b. Defining negotiation
 - c. Understanding different points of view
 - d. Types of negotiation
 - e. To negotiate or not to negotiate
 - f. Analyzing my last negotiation (Case Study)
 - g. Common Mistakes
 - h. DOs and Don'ts of negotiation
- 2. Negotiation Styles**
 - a. Martial Art Style vs. Social Art Style
 - b. Distributive Vs. Integrative Negotiation
 - c. The Blue Banana Case Study & Role Play
 - d. Splitting Oranges
 - e. Negotiation Style Profile (Assessment)
 - f. Competitive Negotiation (Win-Lose)
 - g. Accommodating Negotiation (Lose-Win)
 - h. Avoiding Negotiation (Lose-Lose)
 - i. Compromising Negotiation (Give-Get)
 - j. Collaborative Negotiation (Win-Win)
- 3. Working Towards the Win-Win**
 - a. People
 - b. Interests
 - c. Options
 - d. Criteria
 - e. Friend or Foe (Case Study)
- 4. Negotiation Process**
 - a. Pre- Negotiation
 - ✓ Developing a Plan
 - ✓ Understanding Negotiation Objectives
 - i. Monetary Objectives
 - ii. Principle objectives
 - iii. Growth Objectives
 - iv. Status Objectives
 - b. Prioritizing Objectives
 - c. Determining Alternate and Optimum Variables
 - d. Assessing Strengths and Weaknesses

- e. Determining Concessions
- f. Establishing Negotiation Boundaries
- g. Preparing a Negotiation Plan (Group Activity)
- h. Researching and studying the other party
- i. Negotiation Environment

5. Negotiation Process

- a. Rapport
- b. Debate
 - i. Active Listening
 - ii. 10 Rules for Good Listening
 - iii. Listening Skills Assessment
 - iv. Understanding Perspective
 - v. Effective Questioning
 - vi. Summarizing
- c. Proposal
 - i. The condition
 - ii. The Offer
 - iii. Vague or Specific
 - iv. Making a Proposal
 - v. Responding to a proposal
 - vi. Common mistakes in Proposing
- d. Bargaining
 - i. Approach to Bargaining
 - ii. Arguing vs. Bargaining
- e. Post Negotiation
- f. Focusing on Body Language

6. Strategies and Tactics

- a. The Higher Authority Gambit
- b. Silence
- c. Good Cop bad Cop
- d. Highballing
- e. Lowballing
- f. The Decoy
- g. The Salami Tactic
- h. Escalation Tactic
- i. Additional Negotiating tips

7. Developing your Skills

- a. Case Study: Negotiating a Project Plan
- b. Applying what you have Learned

Methodology

- Learning Concepts/Presentations
- Group Activities and Discussions
- Tips and Tools
- Individual and Team Exercises
- Role Plays/Case Studies
- Educational Videos
- Action Plan to ensure Application of the Learning

Duration: 12 hours