NEGOTIATION AND INFLUENCE | Program Topics

The Negotiation & Influence program curriculum covers the following topics:

**Topic 1 |** Fundamental Negotiation Concepts
- Negotiation as a tool to create value and build relationships
- Fundamental concepts to use in every negotiation
- The psychology behind the negotiation process
- Common negotiation mistakes

**Topic 2 |** Integrative Negotiations
- Working towards integrative agreements
- Strategies for building trust and developing relationships
- How language impacts a negotiation
- How to ask questions (and how not to)
- Uncovering the other party’s interests

**Topic 3 |** Multi-Issue Negotiations
- Strategies and tactics for managing a multi-issue negotiation
- Understanding and utilizing your negotiation style
- Working with those who have a different style

**Topic 4 |** Influence in Cross-Functional and Virtual Teams
- Managing informational, procedural, strategic, and social complexities
- Facilitating the negotiation process (agenda, ground rules, decision rules, etc.)
- Creating a superordinate goal; why it works
- Managing the “no agreement alternative” and those who prefer the status quo
- Using a visual matrix for achieving high quality solutions while gaining team member buy-in

**Topic 5 |** Team Based Negotiations and Conflict Management
- Managing complex team dynamics
- Benefits of and detriments to negotiating in teams
- Internal vs. external negotiations
- Managing conflict and perceived power differences
- Rebuilding trust and apologies as a source of power

**Topic 6 |** Shadow Negotiations
- Assessing the negotiation landscape to prepare strategy for multiple stakeholders
- Influence strategies most effective with different stakeholders

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• The impact of perceptions on the process and satisfaction with the outcome
• Using shadows in a positive way so as to not be considered political
• When to use the different communication mediums for maximum influence

**Topic 7 | Cross-Cultural Negotiations**

• Key cultural factors that influence negotiations (whether international or within the U.S.)
• Common mistakes made in cross-cultural negotiations
• Preparing for a cross-cultural negotiation
• Negotiating with your boss/manager for cross-cultural negotiation success
• Avoiding stereotype bias reinforcement