Program Objectives

NEGOTIATION & INFLUENCE

1. Fundamental Negotiation Concepts
2. Integrative (Value Based) Negotiations and Communication Strategies
3. Multi-Issue Negotiations
4. Team Based Negotiations and Preparation: Managing Emotions and Power Dynamics
5. Cross Functional and Virtual Teams
6. “Shadow” Negotiations: Building Collaboration with Multiple Stakeholders
7. Cross Cultural Negotiations
1. **Fundamental Negotiation Concepts**

Recognize negotiation as a tool to create value and build relationships

Learn fundamental concepts to use in every negotiation

Understand the psychology behind the negotiation process
  - How to plan and prepare for negotiation
  - How and when to make and opening offer
  - The importance of packaging

Understand common negotiation mistakes

**EXERCISE**

*Fundamental Negotiation Concepts in Practice*

- How to make effective concessions and the psychology behind the process
- Learn why people don't reach agreements and how to overcome an impasse
- Recognize why agreements become imbalanced
- Identify and diffuse gambits (dirty tactics such as good cop/bad cop)
- Using silence and patience effectively
- Understanding and using objective criteria
- Concluding a negotiation (what to do and not to do)

*This is a sample of the program topics. Objectives are subject to change.*
Program Objectives

NEGOTIATION & INFLUENCE

**Objectives**

Learn why you should work towards integrative agreements

Social psychological strategies for building trust and developing relationships

How language impacts a negotiation

Avoiding communication irritators

Using words/phrases to invite consultation and minimize conflict

Linguistic determination and its impact on negotiation behavior

How to ask questions and not ask questions

How to get people to open up and reveal interests

What information to reveal and what to conceal

Uncovering the other party's interests

**EXERCISE**

*Integrative Negotiations in Practice*

Behaviors that shut the other party down

Creating value in limited bargaining zones

Changing a negotiation from competitive to cooperative

The power of introverts—why introverts make excellent negotiators

Non-verbal communication strategies

Negotiating in different communication contexts (email, phone, face to face)

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3. Multi-Issue Negotiations

Strategies and tactics for managing a multi-issue negotiation

Understand the skills of effective negotiators

EXERCISE

Multi-Issue Negotiations in Practice

Understanding and utilizing your negotiation style

Negotiation style assessment

The impact of negotiation styles on the process and outcome on negotiation

How to work with those who have a different style

The dangers of bluffing—why predictability is good

The value of post settlement settlements

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Program Objectives

NEGOTIATION & INFLUENCE

Team Based Negotiations & Preparation: Managing Emotions & Power Dynamics

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How to manage complex team dynamics

Benefits and detriments to negotiating in teams

Learn skills for negotiating within and between teams (internal vs. external negotiations)

Understand how to manage conflict and perceived power differences

Rebuilding and restoring trust—when apologies make sense and are a source of power

How to apologize

EXERCISE

Team Based Negotiations in Practice

Why power balancing is important in negotiation

How to correctly use power for both parties’ benefit

Identifying and utilizing your different sources of power in a negotiation

Managing emotions, both real and tactical, in a negotiation

Implementing conflict resolution strategies

Strategies for going from competition to cooperation

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**5 Cross Functional & Virtual Teams**

**NEGOTIATION & INFLUENCE**

- Developing a strategy for managing informational, procedural, strategic and social complexities
- Facilitating and managing the negotiation process (agenda, ground rules, decision rules, etc.)
- The importance of creating a superordinate goal; why it works
- Learn how to manage the “no agreement alternative” and those who prefer the status quo
- Build a visual matrix for achieving high quality solutions while gaining team member buy-in

**EXERCISE**

*Cross Functional & Advanced Negotiations in Practice*

- How to be an effective negotiator in cross functional and virtual teams
- Positively influencing others and the art of woo
- Influence without authority
- Shadow negotiations – influencing behind the scenes to build collaboration

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“Shadow” Negotiations: Building Collaboration with Multiple Stakeholders

Learn the importance of “shadow” negotiations (negotiations that occur away from the table prior to an “official” negotiation), how they operate and influence the negotiation outcome.

Assessing the negotiation landscape to prepare to strategy for multiple stakeholders

Identify influence strategies that are most effective with different stakeholders

How perceptions impact the process and satisfaction with the outcome

How to use the shadows in a positive way and not be considered political

Understand when to use the different communication mediums for maximize influence

EXERCISE
“Shadow” Negotiations in Practice

Part 1: Shadow Negotiating: Pre-exercise phone and e-mail communication


Part 3: Crisis Meeting: Resolution
Best practices for engaging in shadow negotiations

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Key cultural factors that influence negotiations (whether international or within the United States)

Common mistakes made in cross cultural negotiations

How to prepare for a cross cultural negotiation

Negotiating with your boss/manager for cross cultural negotiation success

Avoiding stereotype bias reinforcement

EXERCISE

Cross Cultural Negotiations in Practice

Learn the intricacies of negotiating with people from different cultures and backgrounds

Best practices for working with diverse groups of people

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