




Living Mastery

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Mastering Negotiating Skills

Duration: 2 days

Negotiating is an integral part of our lives - whether it's negotiating with a friend over where to go for lunch, with your boss on deadlines or with your teenage daughter over what to buy for her birthday present. In order to negotiate effectively and achieve your desired outcomes, you need to understand the basic types of negotiations, the process of negotiation and the skills you need for successful negotiation.

Whether you are leading a project or playing a support role, this workshop will provide you with the skills and confidence you need to achieve what is fair for both parties in any negotiation situation.

Learning outcomes:

This interactive and practical two-day workshop will help you:

- Appreciate how often we all negotiate and the benefits of good negotiation skills.
- The importance of preparing for the negotiation process, regardless of the circumstances.
- The various negotiation types and styles and their advantages and disadvantages.
- Understand strategies for dealing with tough or unfair tactics.
- Develop skills in developing alternatives and recognizing options.
- Understand how to apply basic negotiation principles, including BATNA, WATNA, WAP, and the ZOPA.
- Manage Emotions and Conflict during negotiations.

Module 1: Introduction to Negotiation

- ❖ What is Negotiation?
- ❖ Why Negotiate?
- ❖ Features of Negotiation and characteristics of the successful Negotiator
- ❖ Types and Styles of Negotiation
- ❖ The Negotiation Process

Module 2: Preparation & Planning for Negotiation

- ❖ Conducting Research & preparing required documentation
- ❖ Negotiation Strategies options
- ❖ Choosing a venue
- ❖ Understanding cultural dynamics in negotiation

Module 3: Information Sharing

- ❖ Making the right impression
- ❖ Getting off to a good start by establishing common ground
- ❖ Negotiator's Toolbox and Trust: Creating Gains, Types of Issues, Exploring Trust & Building Relationships

Module 4: Bargaining

- ❖ Techniques for successful Negotiations
- ❖ Skills and Tips for successful Negotiation
- ❖ Leveraging and managing emotions in Negotiation
- ❖ Reaching mutual gain
- ❖ Moving beyond a 'no'

Module 5: Closing the deal

- ❖ Solution types
- ❖ How to ensure sustainability of agreements and relationships