

Positive Negotiating

A Powerful Way to Master the Art, the Competencies, and the Thrill of Win-Win Negotiations

This two-day, fast-paced, interactive workshop will provide you with the most innovative and successful negotiating techniques available.

POSITIVE NEGOTIATING:

Here's just some of what you'll learn:

Be able to assess your own negotiating techniques and those of your counterpart

Create a post-seminar development plan to enhance your newly required skills

The process used in successful negotiations

Ways to deal with tricks, plays, and other tactics used by some negotiators

And much, much more

Overview:

Positive Negotiating is a highly interactive, participant-centered course designed to improve the skills needed for successful negotiation outcomes, while learning and practicing the five key principles of "win-win" negotiating. The workshop uses "real world" role-plays and business cases to involve each participant, and to ensure relevance for the participants.

What makes this two-day workshop on the art of positive, no-fault negotiating techniques both a memorable and profitable experience?

First, it's fun. Everybody gets into the act. Every attendee participates fully in the negotiating process with the workshop facilitator and other attendees, senior executives from business and industry. You'll be immersed in interactive video exercises and individual role-playing. There are no monologues, no lectures. It's a hands-on, heads-up, thoroughly enjoyable learning experience.

Second, it's challenging. The workshop employs a wide variety of teaching methods, including mixed media, videos, and personalized training. And it's all done with good-natured humor. Who says you can't laugh while you learn?

Third, it's profitable. The negotiating techniques you learn in this fast-paced, two-day seminar will give you a competitive advantage not only in your current position, but as your career and personal growth continues.

The negotiating competencies

The following competencies are identified, explained, assessed and practiced in the workshop.

- **Diagnostic Information Gathering:** The process by which one discovers and uses every resource available to find and evaluate relevant information.
- **Listening:** The ability to hear, understand and respond to oral information received from others.
- **Analytical & Creative Thinking:** The ability to approach a problem using logical, systematic, and

sequential thinking to make the right decision, and to create other options.

- **Interpersonal Awareness:** The ability to relate to others in a way that builds and enhances personal relationships.
- **Problem Solving:** The ability to identify and analyze potential problems, and to create alternative actions to avoid or eliminate problems.
- **Relationship Building:** The ability to relate to others in an open, friendly, and accepting manner, to show sincere interest in others' concerns, and to initiate and develop key relationships as a priority.
- **Effective Communication:** The ability to ensure that information is conveyed to others, expressing oneself clearly—both orally and in writing—in ways that are persuasive to their intended audience.

You'll take home:

- **Positive Negotiating workbook:** Your comprehensive guide during the session and a valuable refresher back at your workplace

The five key negotiating principles

The course is based on five key principles that drive successful negotiations:

- **Negotiating on substance—not on entrenched positions.**
- **Separating the relationship issues from the substance of the negotiation.**
- **Identifying the underlying interests of each party.**
- **Creating options that satisfy each party's needs and interests.**
- **Maintaining objective criteria to avoid unreasonable demands.**

Participant self-development

The workshop allows each participant to assess his or her negotiating competencies at the beginning, and throughout the course, which enables each participant to create a post-workshop self-development plan to build needed skills. Participants also assess their own negotiating and interpersonal styles to facilitate their negotiating interactions.

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Outcomes:

- Participants will increase their knowledge of:
- The five key principles that drive successful negotiations.
 - The process used in successful negotiations.
 - Where they are at a given time in the process.
 - Ways to deal with tricks, ploys, and other tactics used by some negotiators.
- Participants will demonstrate improved competence...
- In each of the five competency areas listed above.

Who should attend:

- Executives
 - Managers
 - Team Leaders
 - Professionals
- In the areas of human resources, marketing, advertising, information technologies, manufacturing, finance, and corporate counsel, and anyone who must solve problems, resolve conflicts, develop short-and long-term strategies, and negotiate contractual or service agreements.

Day One

9:00 a.m.	<ul style="list-style-type: none"> • Positive Negotiating Principles • The Seven Negotiating Steps • Negotiating Competencies • Identifying BATNA (Best Alternative to Negotiating Agreement) • Barriers to Effective Listening
12:15 p.m.	Lunch
1:15 p.m.	<ul style="list-style-type: none"> • Separating the People From the Problem • Focus on Interests, Not Positions • Nonverbal Cues • Components of Analytical Thinking • Thinking on Your Feet • Creative Analysis • Idea-Generation Techniques
5:00 p.m.	Closing Remarks

Day Two

9:00 a.m.	<ul style="list-style-type: none"> • Clarifying Needs • Tricks and Ploys • Four-Step Problem-Solving Model • Identifying Risk • How to Plan Your Strategy • Developing Your Negotiating Style
12:15 p.m.	Lunch
1:15 p.m.	<ul style="list-style-type: none"> • Relationship Assessment • The Negotiating Process in Transition • Implications for Sellers • Implications for Buyers • Patterns of Communication • Dealing with Employee Issues • Self-Assessment of Negotiating Competencies
5:00 p.m.	Closing Remarks

Competency
Development
System