

**Soft-Train**



*At Soft-Train  
Technology Works*

**COURSE GOAL:** The goal of this course to improve the students understanding of negotiating.

**PREREQUISITES:** None.

**LEARNING OBJECTIVES:**

Upon completion of this course, the student will be able to:

- Address common mistakes in negotiation
- Negotiate using a rational framework
- Simplify complex negotiations

# Negotiating (2 Days)

## KEY TOPICS:

- I. The Need For Negotiation**
  - A. Conflict in Our Lives
  - B. Process of Exchange
  - C. Introduction to Planning and Executing the Negotiation
  - D. Audience for Practical Negotiating
  
- II. Wants and Needs**
  - A. Win-Win Arguments
  - B. Wants Versus Needs
  - C. Case Analysis
  
- III. Setting Objectives and Determining Positions**
  - A. Needs and Objectives
  - B. Creating a Needs/Objectives Matrix
  - C. Determining Position and Settlement Range
  
- IV. Currencies and Concessions**
  - A. Currencies of Exchange
  - B. Concessions
  - C. Making Positive Exchanges
  
- V. Power in Negotiation**
  - A. The Paradox of Power
  - B. The Rule of Power in Negotiation
  
- VI. Negotiation Model: Stages with Critical Tasks**
  - A. Stages: The Negotiation Process Road Map
  
- VII. Negotiating Styles and Key Skills**

- A. The Difference Between Negotiation Styles and Skills
- B. Choosing the Best Overall Approach
- C. Negotiation Styles
- D. Key Skills

**VIII. Win-Win Tactics**

- A. Tactics Defined
- B. Win-Win Tactics
- C. Adversarial Tactics and Countertactics

**IX. Adversarial Tactics and Countertactics**

- A. Adversarial Tactics

**X. Tactical Orientation**

- A. How to Determine Your Tactical Orientation
- B. Tactical Orientation Continuum

**XI. Special Negotiation Situations**

- A. Negotiating in Buy and Sell Situations
- B. Internal Negotiations
- C. Negotiating with Your Boss
- D. Team Negotiations

**XII. Putting it All Together**

- A. Practical Negotiating: Planning Guide - Annotated