

Soft-Train



*At Soft-Train
Technology Works*

Negotiating (2 Days) ST00002

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

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 Agreements
 - B. Wants Versus Needs
 - C. Case Analysis
 - D. Practical Application

- III. Setting Objectives and Determining Positions**
 - A. Needs and Objectives
 - B. Creating a Needs/Objectives Matrix
 - C. Determining Position and Settlement Range
 - D. Practical Application

- IV. Currencies and Concessions**
 - A. Currencies of Exchange
 - B. Concessions
 - C. Making Positive Exchanges
 - D. Practical Application

- V. Power in Negotiation**
 - A. The Paradox of Power
 - B. The Rule of Power in Negotiation
 - C. Practical Application
 - D. Case Analysis
 - E. Practical Negotiation: Planning Guide

- VI. Negotiation Model**
 - A. Stages with Critical Tasks
 - B. The Negotiation Process Road Map
 - C. Practical Application

- 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. Practical Application

- IX. Adversarial Tactics and Countertactics**
 - A. Adversarial Tactics
 - B. Counter Tactics
 - C. Practical Application

- X. Tactical Orientation**
 - A. How to Determine Your Tactical Orientation
 - B. Tactical Orientation Continuum
 - C. Practical Application

- 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 Negotiation Planning Guide
 - B. Practical Application
 - C. Conclusion
 - D. Negotiation Style Survey