

Negotiation Skills Workshop

Although people often think of boardrooms, suits, and million dollar deals when they hear the word negotiation, the truth is that we negotiate all the time. Through this workshop participants will be able to understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating.

The Negotiation Skills workshop will give your participants a sense of understanding their opponent and have the confidence to not settle for less than they feel is fair. Your participants will learn that an atmosphere of respect is essential, as uneven negotiations could lead to problems in the future.

Workshop Objectives:

- Understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating
- Understand and apply basic negotiating concepts: WATNA, BATNA, WAP, and ZOPA
- Lay the groundwork for negotiation
- Identify what information to share and what to keep to yourself
- Understand basic bargaining techniques
- Apply strategies for identifying mutual gain
- Understand how to reach consensus and set the terms of agreement
- Deal with personal attacks and other difficult issues
- Use the negotiating process to solve everyday problems



For more information or to reserve your spot in this workshop, please contact:

Joseph (J.J.) Frazier
President

Mastering the Positive, LLC

Phone: (757) 962-7073

Mobile: (757) 952-8340

Visit: www.masteringthepositive.com

Email: jfraziers@cox.net



CLASS CONTENT

Session One: Getting Started

Workshop Objectives
Pre-Assignment Review

Session Two: Understanding Negotiation

Types of Negotiations
The Three Phases
Skills for Successful Negotiating

Session Three: Getting Prepared

Establishing Your WATNA and BATNA
Identifying Your WAP
Identifying Your ZOPA
Personal Preparation

Session Four: Laying the Groundwork

Setting the Time and Place
Establishing Common Ground
Creating a Negotiation Framework
The Negotiation Process

Session Five: Phase One — Exchanging Information

Getting Off on the Right Foot
What to Share
What to Keep to Yourself

Session Six: Phase Two — Bargaining

What to Expect
Techniques to Try
How to Break an Impasse

Session Seven: About Mutual Gain

Three Ways to See Your Options
About Mutual Gain
Creating a Mutual Gain Solution
What Do I Want?
What Do They Want?
What Do We Want?

Session Eight: Phase Three — Closing

Reaching Consensus
Building an Agreement
Setting the Terms of the Agreement

Session Nine: Dealing with Difficult Issues

Being Prepared for Environmental Tactics
Dealing with Personal Attacks
Controlling Your Emotions
Deciding When It's Time to Walk Away

Session Ten: Negotiating Outside the Boardroom

Adapting the Process for Smaller Negotiations
Negotiating via Telephone
Negotiating via Email

Session Eleven: Negotiating on Behalf of Someone Else

Choosing the Negotiating Team
Covering All the Bases
Dealing with Tough Questions

Session Twelve: Wrapping Up

Words from the Wise