

OUTLINE

Negotiation Skills

Lesson One

Getting Started

- Icebreaker
- Housekeeping Items
- Workshop Aims

Lesson Two

Understanding Negotiation

- The Three Phases
- Skills for Successful Negotiating

Lesson Three

Getting Prepared

- Placing Your WATNA and BATNA
- Identifying Your WAP
- Identifying Your ZOPA
- Personal Preparation

Lesson Four

Laying The Groundwork

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

Lesson Five

Phase One – Exchanging Information

- Getting off on the Right Foot
- What to Share
- What to Keep to Yourself

Lesson Six

Phase Two – Bargainings

- What to Expect
- Strategies to Try
- How to Break an Impasse

Lesson Seven

About Mutual Gain

- Three Ways to Watch Your Choices
- About Mutual Gain
- What Do I Want?
- What Do They Want?
- What Do We Want?

Lesson Eight

Phase Three – Closing

- Reaching Consensus
- Building an Agreement
- Setting the Terms of the Agreement

Lesson Nine

Dealing With Difficult Issues

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

Lesson Ten

Negotiating Outside the Boardroom

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

Lesson Eleven

Negotiating on Behalf of Someone Else

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

Lesson Twelve

Wrapping Up

- Words From The Wise
- Lessons Learned
- Completion Of Action Plans And Evaluations

This course can be fully customised for your business team.
Please contact us for more details and our team will happy to assist.

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