

Effective Negotiating Skills

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Version: 1

Course Length: 1 day (6+ hours)

Audience: Students interested in learning negotiation skills

Prerequisites: None

What's in *Effective Negotiating Skills*:

Negotiate efficiently are key for all organizations. Learn how to identify the objectives and variables that influence a negotiation. The open, modular-style manual is design for quick scanning in the classroom, and is filled with interactive exercises that will allow students to explore the complexities of Negotiating.

Objectives:

- Use a process to conduct a successful negotiation, use effective communication and questioning during a negotiation, and handle the different types of negotiation styles and situations.
- Gather information about the other party and estimate the other party requirements based on the information.
- Gain control in a negotiation, recognize negotiation tactics used to gain an advantage over the other party, and respond appropriately to the use of unethical tactics.

Topic-Level Outline

Unit 1 : Establishing your terms of agreement

*Topic A: * Understanding negotiation objectives*

A-1: Identifying objectives

A-2: Determining variables

*Topic B: * Understanding and establishing your requirements*

B-1: Establishing requirements

B-2: Working with a negotiation team

Unit 2 : Researching the other party

*Topic A: * Information gathering*

A-1: Gathering information about the company

A-2: Gathering information about participants

*Topic B: * Estimation of the other party's requirements*

B-1: Estimating requirements

Unit 3 : Preparing for an agreement

*Topic A: * Planning for an agreement*

A-1: Establishing bartering boundaries

A-2: Formulating a plan

*Topic B: * The negotiation environment*

B-1: Choosing a location

B-2: Determining the who and what logistics

Unit 4 : Conducting a negotiation

*Topic A: * Understanding the negotiation process*

A-1: Identifying the steps in the negotiation process

A-2: Using guidelines in a negotiation

*Topic B: * Communicating during a negotiation*

B-1: Communicating effectively during a negotiation

B-2: Identifying and overcoming communication barriers

B-3: Using questions in a negotiation

*Topic C: * Challenging negotiation situations*

C-1: Identifying negotiation styles

C-2: Handling challenging negotiation situations

Unit 5 : Advanced negotiating tactics

*Topic A: * Control in negotiations*

A-1: Gaining control in a negotiation

A-2: Identifying the types of questions

*Topic B: * Negotiation tactics*

B-1: Responding to various tactics

*Topic C: * Negotiation ethics*

C-1: Understanding legal considerations

C-2: Handling unethical tactics

C-3: Responding to an unethical act