

## **Negotiation Skills**

This program will help you to use a variety of negotiation skills in different situations. You will learn how to understand and handle tactics and ploys and “make” the deal. Through this course and continued practice, you will acquire effective skills in negotiation techniques.

### **Program Content:**

#### **Introduction**

- What is Negotiation?
- Objectives

#### **The Importance of Understanding Personality**

- Personality Styles Self-Assessment

#### **The Negotiation Process**

- Step 1 – Gain Knowledge
- Step 2 – Plan
- Step 3 – Outline Responsibilities
- Step 4 – Listen to the Process
- Step 5 – Evaluate
- Step 6 – Communicate
- Step 7 – Accomplish the Win/Win Agreement
- The Negotiation Worksheet

#### **Negotiation Styles**

- Negotiation Styles and Tendencies
- What is Your Negotiation Style?
- Adjusting Your Negotiation Style to Fit the Situation

#### **The Circles of Influence**

- Client-Centred Relationship
- Negotiator-Centred Relationship
- Cooperative, Interactive Relationship

#### **Common Barriers to Successful Negotiation**

- 1) Confrontational Negotiation
- 2) Winning At All Costs
- 3) Emotional Negotiation
- 4) Focusing on Personalities
- 5) Conflict
- 6) Perceptual Blocks

#### **Improving Negotiation Success**

- Getting a Balanced Outcome
- Negotiating in a Political Environment
- Ethics and Negotiation
- Using Tactics and Ploys to Enhance Your Negotiation Strategies (Ethically)