

FASTER **COURSE**

NEGOTIATION PROCESS

SHORT COURSE CONTENT SUMMARY



About the Course

The learner is first introduced to the concept of negotiation and its importance in achieving the best possible outcome in any situation. Then, we move on to looking at each stage of negotiation. We start with the essentials of **preparing** for a negotiation, such as determining your objectives, doing relevant research, considering the perspective of the other party etc. Then, we move on to **starting** a negotiation where we briefly discuss the importance of introducing yourself properly and building rapport with the other party.

Once we get into the actual negotiation process, we discuss various negotiation **types** and **styles** that you may encounter. We also introduce common negotiation **tactics** and provide practical advice on how to handle them.

Finally, we arrive at closing a negotiation. This includes some strategies for overcoming obstacles that impede **closing** a deal. We also touch upon some factors that may affect how people perceive the outcome of a negotiation.

The **Test** section of the training contains a total of 5 questions - 2 multiple choice questions and 3 scenarios.

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DETAILED COURSE CONTENT

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- Definition
- Why do i need to negotiate?
- Negotiation environments
- What makes a good negotiation?
- Stages of negotiation

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- Examples of win-win strategies
- Negotiation styles (1)
- Negotiation styles (2)
- Negotiation tactics
- Common negotiation tactics
- Manipulative tactics
- Walking away

PREPARING FOR NEGOTIATIONS

- Planning
- General research
- Know the other party

CLOSING NEGOTIATIONS

- Introduction
- Closing strategies
- The role of expectations
- Comparison
- The perception of fairness

STARTING A NEGOTIATION

- Introductions
- Building rapport

SUMMARY

- Key points

NEGOTIATION STRATEGIES

- Negotiation types
- Let's revise!

TEST

Detailed Course Content

Section 1 - Introduction

BENEFITS

A brief explanation of what the learner will gain by completing the training.

CONSIDER THIS SITUATION

A simple thinking exercise to illustrate the impact of negotiating when handling a problematic situation.

DEFINITION

A definition of the term 'negotiation'.

WHY DO I NEED TO NEGOTIATE?

A brief overview of the advantages of a good negotiation - reaching good and lasting solutions, maintaining a good relationship with the other party etc.

NEGOTIATION ENVIRONMENTS

Examples of how negotiation can be used in a variety of situations, both at the workplace and outside it.

WHAT MAKES A GOOD NEGOTIATION?

Some general information about factors that can lead to a successful negotiation (attitude, expectations etc.).

STAGES OF NEGOTIATION

A brief overview of the stages of negotiation that will be discussed in the upcoming chapters.

Section 2 - Preparing For Negotiations

PLANNING

Descriptions of items that you should consider during the planning stage - determining and prioritizing objectives, exploring the needs of the other party, preparing a BATNA, putting together an agenda.

GENERAL RESEARCH

Information on how proper research can empower you to negotiate a better deal.

KNOW THE OTHER PARTY

An overview of issues (reputation, priorities etc.) you should investigate to gain a clearer understanding of the other party.

Section 3 - Starting A Negotiation

INTRODUCTIONS

General information on how you should present yourself at the beginning of a negotiation.

BUILDING RAPPORT

An insight into building rapport with the other party.

Section 4 - Negotiation Strategies

NEGOTIATION TYPES

Detailed descriptions of Distributive, Integrative, Lose-lose and Compromise negotiations.

LET'S REVISE!

A drag-and-drop activity where the user needs to match characteristics to the corresponding negotiation type.

WORKING TOWARDS A WIN-WIN NEGOTIATION

A general insight into some factors that are relevant to a win-win negotiation.

EXAMPLES OF WIN-WIN STRATEGIES

Detailed descriptions of six strategies that can be applied to work towards a win-win outcome.

NEGOTIATION STYLES (1)

An introduction to what is considered a negotiation style.

NEGOTIATION STYLES (2)

Explanations of five common negotiation styles - competing, collaborating, compromising, avoiding, accommodating.

NEGOTIATION TACTICS

An introduction to how different tactics come into play in negotiations.

COMMON NEGOTIATION TACTICS

A description of 11 tactics (such as Extreme opening offer, Limited authority, Fake priorities etc.) and tips on how to counter them.

MANIPULATIVE TACTICS

Advice on how to recognize and handle Misrepresentation, Ultimatum and Backing out.

WALKING AWAY

A brief explanation of why being ready to walk away puts you in a position of strength.

Section 5 - Closing Negotiations

INTRODUCTION

A general introduction for the upcoming content.

PREVENTIVE STRATEGIES

An overview of three strategies (Agreeing on the process, Setting deadlines, Follow-up) that can make it easier to close the deal later on.

CLOSING STRATEGIES

Descriptions of eight strategies (Excluding competition, Third party, New team etc.) for overcoming obstacles that prevent the other party from closing the deal.

THE ROLE OF EXPECTATIONS

Examples of how your actions can affect the expectations of the other party.

COMPARISON

Information on the role of comparison in evaluating the outcome and what you can do about it.

THE PERCEPTION OF FAIRNESS

Discussion of what is perceived as fair and how you can affect this perception.

Summary

KEY POINTS

Key points from the theoretical part of the training.

Test

The test consists of five questions, three of which are scenarios where a situation is presented and the learner has to evaluate the decisions made by the people involved. ♦

