

Negotiation Skills: *Reaching High-Quality Agreements*[™]

Have you experienced the frustration of a negotiation approaching stalemate?

Did your last negotiation hurt your relationship with the other party?

Do your internal agreements benefit a specific department at the expense of the company?

Successful negotiators have the ability to confront differences, resolve conflict, and reach agreements both internally and externally. Mutual respect and strong relationships are critical to success in today's business environment.

In our fast-paced workshop, participants learn to develop appropriate strategies for negotiations and how to manage the negotiation "Road Map" from planning to implementation, in order to achieve high-quality, lasting agreements that strengthen business relationships. Our Negotiation Skills workshop is highly interactive and participants have many opportunities to practice what they learn and receive real-time feedback from the instructor with the aid of video/audio recorded exercises.

TOPICS

- ❖ Stages of negotiation: The road map
- ❖ Customer needs and tradables[™]
- ❖ Becoming tactically bulletproof
- ❖ Overcoming obstacles to a win-win agreement
- ❖ Application planning: negotiation situation

RESULTS

Participants will be able to:

- ❖ Determine when to negotiate—and when not to
- ❖ Utilize a road map of the negotiation process effectively
- ❖ Demonstrate the skills critical for reaching high-quality agreements
- ❖ Maximize power by uncovering and analyzing underlying needs and tradables[™]
- ❖ Plan and prepare for customer and internal negotiations
- ❖ Identify and neutralize tactics
- ❖ Plan for and practice an actual negotiation situation

All courses can be customized for each group's specific needs.