

**Dave Jones Consultants***Captivating Practical Learning BIG Results!*

SUCCESSFUL NEGOTIATION SKILLS

Get Results. Build Relationships.

WORKSHOP OVERVIEW

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Competing demands. Different priorities. Scarce resources. Time constraints. Differing solutions. Tense relationships. Pressure to deliver. Limited options. Power imbalances. These things make negotiating anything in our professional and personal lives difficult. In a world where these factors don't exist you don't need this course! In a world where they are negatively impacting your ability to get the results you need with people you can trust - this program is a game changer. Whether you are a manager, project lead, subject matter expert, procurement specialist, sales person, parent, spouse or dealing with any of these people – this great course will give you the tools you need to negotiate successfully.

LEARNING OBJECTIVES

This workshop will teach participants to:

- Balance goals and relationships in negotiation
- Identify and combat personal bias in negotiation
- Adopt communication skills critical to successful negotiation
- Use the Principled Negotiation Method
- Separate positions from interests in negotiation
- Adapt to different motivation styles in negotiation
- Navigate power imbalance in negotiation
- Create solutions that are easy to implement
- Walk away from unsatisfactory proposals
- Develop and present a strong bargaining position
- Remain strong and calm in conflict situations

COURSE OUTLINE

Session Objectives and Climate Setting

- Establish participant objectives/challenges
- Identify how to integrate tools into workplace
- Build participant relationships

Relationship vs Goal Balance

- Skills for quickly building trusting relationships
- Prioritize goal and task behaviors
- Adjust to different negotiation styles

Negotiation Motivational Styles

- Activate and combat the competitive style
- Activate and combat the collaborative style
- Activate and combat the curious style



Negotiation Biases

- Identify personal negotiation beliefs
- Link beliefs to negotiation habits
- Principled vs positional negotiation practices

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Communication

- Use active listening
- Negotiation through questioning
- Use dialogue and debate to drive consensus

Principled Negotiation Method

- Differentiate between interests and positions
- Create options to choose from
- Establish shared criteria for decision making

Power Dynamics

- Forcefully communicate interests
- Create good alternatives to agreement
- Clarify alternatives available to the other side

Conflict Management

- Stop unhelpful conflict responses
- Adopt strong and calm conflict practices
- Use conflict to create successful outcomes and relationships

Next Steps

- Meet with your leader and gain commitment
- Further reading and resources
- Stop Start and Continue action plan

AUDIENCE & GROUP SIZE

Designed for all employees who desire results and who want to make a difference in their workplace, **Successful Negotiation Skills** is a two-day workshop.

At Dave Jones Consultants, class sizes are kept small for a more in-depth learning experience customized for the participants. This instructor-led, in-person/remote workshop will ensure participants receive hands-on training with real-life applications.

WORKSHOP MATERIALS

Each participant is provided a workbook with reference materials. Each participant also creates additional materials, personalized to his or her own workplace situation. The combination of these two elements creates a manual that is used throughout the year.