

THE SUCCESSFUL NEGOTIATOR

Program Outline

INTRODUCTION

In preparing this outline we have taken special note of our interview findings. As a result we plan to incorporate the following into this workshop:

- ✓ Extra time on negotiation styles and the impact of one's negotiating style on success.
- ✓ Additional time on the skills needed to build and sustain trust. We will give special attention to issues of trust with co-workers.
- ✓ Provide an opportunity for participants to analyze and receive feedback on negotiations with which they are currently involved. Participants will be asked complete a diary prior to the workshop, outlining a negotiation about which they are concerned. This document will be reviewed several times during the program so that at its conclusion, program participants will have a plan for addressing their situation.

PROGRAM OUTLINE

DAY 1

8:30 - 9:30: PROGRAM INTRODUCTION

Objectives

- Participant introductions
- Review of program outline
- Complete Conflict Styles Survey
- Initial diary review

Methodology

- Individual Introductions - Working alone, participants list where they negotiate and their expectations for the workshop.
- Review program objectives and methodology
- Complete styles survey
- Initial diary review

Note: Throughout the entire program, participants will be paired up with one other person who will be their partner throughout the workshop. Partners will observe each other negotiate during the program and provide appropriate feedback.

9:30 -10:15: THE COLLABORATIVE PROCESS

Objectives

- To identify the importance of trust to negotiation success
- To identify the elements of the collaborative process
- To identify the difference between collaborative and traditional negotiating

Methodology

- Practice Negotiation #1
- Discussion
- Practice Negotiation #2
- Discussion
- Lecture/discussion on trust and its importance

Note: The negotiations used are generic in nature and designed in part to get people comfortable with role playing.

10:15 - 10:30: BREAK

10:30 - 11:00: SATISFACTION

Objectives

- To identify the importance of satisfaction to negotiation success
- To identify the factors that contribute to satisfaction

Methodology

- Video Presentation
- Discussion of Video
- Lecture on Satisfaction

11:00 - 12:00: THE SIX STEP METHODOLOGY

Objectives

- To identify the elements of the six step methodology
- To review how the methodology applies to participants' work

Methodology

- Video Presentation
- Discussion of Video - what was done well/poorly
- Lecture on causes of negotiation failure
- Lecture and discussion of six step approach

12:00 - 1:00: LUNCH

1:00 - 1:45: CRITICAL BEHAVIORS

Objectives

- To identify the Successful Negotiator behaviors
- To identify which behaviors are to be used with each step

Methodology

- Large group discussion
- Video review

1:45 - 2:30: CONFLICT SURVEY - Scoring and interpretation

Objectives

- To identify individual styles
- To discuss impact of styles on success
- To identify when to use different styles

Methodology

- Working alone, participants score survey
- Lecture and discussion on styles and when to use each style
- Action planning in groups of two

2:30 – 2:45: BREAK

2:45 - 3:45: IMPORTANCE OF HIGH ASPIRATIONS

Objectives

- To identify the importance of high aspirations to negotiation success

Methodology

- Practice Negotiation #3
- Discussion and review - emphasis on planning and clarifying objectives

Note: The negotiation used is a generic buyer/seller practice negotiation

3:45 – 4:15: BUILDING TRUST

Objectives

- To identify the behaviors critical to building trust.

Methodology

- Small group activity – identify the behaviors critical to building and sustaining trust
- Large group discussion

Note: This activity will focus on building trust with co-workers.

4:15 – 5:00: CLIMATE SETTING & ISSUE IDENTIFICATION

Objectives

- To practice Climate Setting and Issue Identification

Methodology

- Video of two co-workers attempting Climate Setting and Issue Identification
- Discussion of video
- Practice Negotiation #4
- Discussion of results with observers and large group
- Practice Negotiation #5
- Discussion of results with observers and large group

Note: The negotiations used are specific to the participants' work and will focus on internal negotiations. One negotiation will be completed on Day 1

5:00 - 5:20 – Diary Review

(Note: Special emphasis will be given to the clarification of issues.)

5:20 - 5:30 Summary and Closing

DAY TWO

8:30 - 8:45: INTRODUCTION TO DAY TWO ACTIVITIES

8:45 - 9:45: CLIMATE SETTING AND ISSUE IDENTIFICATION (CONTINUED)

9:45 - 10:30 - OPENINGS, CLOSINGS AND CONCESSION PATTERNS

Objectives

- To identify the elements of effective openings and closings
- To identify how and when to make concessions

Methodology

- Video
- Presentation - Lecture on openings, closing and concession patterns

Note: Video will be stopped several times for review and discussion

10:30-10:45: BREAK

10:45 - 11:30: NEEDS & INTERESTS

Objectives

- To identify the importance of needs and interests to negotiation success
- To review how to identify needs and interests
- To identify individual needs and interests

Methodology

- Small group exercise
- Lecture on needs and interests
- Case studies
- Application Exercise

11:30–12:00: PRACTICE NEGOTIATION # 6

Objectives

- To practice the six step methodology

Methodology

- With partner, participants identify the behaviors they want to practice
- Partners plan for the negotiation
- Conduct the negotiation

- Debrief with partner
- Debrief with other team members
- Large group discussion - focus is on what worked during the negotiation.

Note: Planning will be completed before lunch and the actual negotiation will begin after the lunch break.

12:00 -1:00: LUNCH

1:00-2:30: PRACTICE NEGOTIATION #6
Completed

2:00-2:45: BREAK

2:45 - 4:15: PRACTICE NEGOTIATION #7
This negotiation will follow the same methodology described in Practice Negotiation #6

4:15 - 5:00 - ON THE JOB APPLICATION

Objectives

- To identify what participants have learned
- To identify how program learning's can be applied on the job
- To complete diary

Methodology

- Working alone, participants will review what they have learned
- Working with partners, participants discuss what they have learned and how the learning's can be applied to their work
- Diary review
- Large group discussion

5:00 – 5:30 - PROGRAM CLOSING