

NEGOTIATING FOR MUTUAL GAIN

This four-day negotiation skills-training gives you the mindset, knowledge and skills to create high-value, win-win agreements and solutions when negotiating with people both inside and outside your organisation.

We present and practice using a conceptual framework for planning and conducting negotiations which aims to:

- Create value for both parties
- Develop the relationship between them
- Ensure that both are happy with the result

The negotiation process presented in the programme comprises a set of tools, systems and methods for negotiating and solving problems that will enable you to:

- Develop a collaborative environment
- Consider the effects of short-term and long-term thinking and making assumptions
- Deal with differences in interests and perceptions
- Build and maintain interpersonal relationships based on mutual trust
- Improve communication and decrease costly misunderstandings
- Create high-value settlements supported by all parties

Theoretical inputs and practical exercises highlight the following:

- The problems of short-term thinking, positional bargaining and a competitive mindset
- The Negotiators Dilemma ("Shall I trust the other party or not?") and a working model for dealing with it
- The drawbacks of adopting a soft or hard negotiation style
- Principled Negotiation ('The Harvard Method') as a process for creating sustainable settlements in long-term relationships.

The method emphasizes five concepts:

- Having a 'Best Alternative to a Negotiated Agreement'
- Focusing on interests, not on positions
- Inventing options for mutual gain
- Insisting on external standards both parties can accept
- Separating the people from the problem

Dealing with difficult people and situations.

Five strategies for moving the other party from confrontation to collaboration:

- Go to the Balcony: Dealing with our own emotions
- Step to their Side: Dealing with other party's emotions
- Change the Game - Reframing the Negotiation
- Build them a Golden Bridge: Helping the other party to move from 'No' to 'Yes'
- Use Power to Educate: Are they as strong as they think they are?

The theoretical inputs use real-life business and professional examples. The practical exercises include role-plays, group discussion and analysis of real-life negotiations. Evening activities include viewing videos and reading to reinforce the learnings of the theoretical inputs and practical exercises.

Brochures, price lists, starting dates and enrolment details are available from The Language House

For more information about course prices, dates and accommodation,
please contact The Language House director Garry Littman
tel: 0041 22 321 52 63 fax: 0041 22321 52 64 email: garry@tlh.ch