

Negotiation and conflict management

Programme:

Introductions, overview and issue of learning points sheets.

First practical activity – negotiation 1-2-3 what do we mean by successful negotiation?

Debrief of the negotiation activity - what was learned?

Negotiation and interpersonal models worth a look.

- Four stages to negotiation
- Six parts to the POTASH negotiation model
- Five ways to handle conflict
- Six sources of power
- Five 'c's of negotiation
- Five parts to a BATNA

Second activity, 'Reds and blues': plenty of learning results from this

Debrief, and review of learning – what will you do back at work?

An overview of Power – including the 48 laws

Some generalisations around conflict – ideas you can use that make a real difference

Your thoughts then some prepared earlier to think about.

Skills and practical ideas for negotiators.

- Six types of assertion.
- Nine behaviours of skilled negotiators
- Two principles of assertion.
- Eight keys to negotiation
- Ten ways the best negotiators impress
- Eight things negotiators can do well.

Third major practical activity: 'Divide the loot' a negotiation exercise using real cash!

A negotiation diagnostic

Final activity to highlight specific issues to work on to apply what you have learned

Fifty thoughts to supplement your own thinking.

Review, sources of further learning, and action planning.