

Negotiation skills

Objectives:

Apply what you learn during and beyond this workshop and you will be able to:

1. Identify, value, and strengthen your existing competencies around negotiation and influencing.
2. Recognise that almost every meeting or interpersonal encounter involves negotiation.
3. Broaden your interpersonal and influencing skills, and use these consciously when needed.
4. Get more of what you want, without damaging relationships - by achieving win/win solutions.
5. Deliberately and naturally control and manage your behaviour, using this more skilfully.

During the day we will work on questions like this:

When, where, over what, and with whom do you negotiate?

What goes well in your negotiations, and what do you want to do better?

Who have you seen use influencing/negotiation skills most effectively? What did s/he do?

What are the golden rules for getting what you want without damaging relations with other parties?

How prepared are you to use one or more of the six types of assertion?

What are your rights in a negotiation, and what are the rights of others? How do you respect these?

How is assertion different to, and more useful to us, than aggression?

Can you show sensitivity, tolerance and restraint when needed? When is this hardest to achieve?

Can you control your body language? Can you avoid 'leaking' signals and giving too much away?

How can you keep your body language congruent with your spoken words? Why is this important?

Why are BATNAs (best alternatives to negotiated agreement) important?

Are you prepared to use your BATNA? How can a best alternative to negotiated agreement help?

What can we learn from the huge amount of research on and around negotiation and influencing?

What do the best negotiators do that make them so special? Which of these skills can you develop?

How ready are you to compromise when this is the best option? Can you do this skilfully?

What issues should we work on relating to team negotiations? What must be got right?

Is everything negotiable? What isn't? Are you sure?

When you think about it, don't we spend most of our time in negotiation of one sort or another?

What have you learned, and very importantly, what will you do differently and better as a result?