

## **Advance Negotiation Skills**

### **Understanding Negotiation**

- Basics of Negotiations – What is Negotiation
- Negotiation Styles
- Distributive Vs. Integrative Negotiation

### **Three Phases of Negotiation**

#### **Phase 1 - Getting Prepared – Preparation**

- Collecting Information
- Establishing Your BATNA
- Identifying Your WAP
- Identifying Your ZOPA

#### **Phase 2 - Getting Into Negotiation**

- Laying the Groundwork
  - Getting off on the Strong Foot
  - Establishing Common Ground
  - Creating a Negotiation Framework
  - The Negotiation Process
- Bargaining
  - About Mutual Gain
  - Asking 3 "WHAT" Questions

#### **Phase 3 - Closing**

- Reaching Consensus
- Building an Agreement
- Setting the Terms of the Agreement

### **Dealing with Difficult Issues**

- Controlling Your Emotions

- Dealing with Personal Attacks
- Deciding When It's Time to Walk Away

The course will have a case study and certain Role Plays as Adult Learning Tools.