

MDP441 – Managing Successful Negotiations

Course Duration: 1 Day

Whether knowingly or not, people negotiate everyday haggling over price, deciding which movie to see, discussing the conditions of employment, or settling the terms and conditions of a contract. This program is designed to help you acquire the necessary concepts, skills, and techniques to prepare for and to conduct successful negotiations.

Who Should Attend

This seminar will benefit anyone who wishes to enhance their negotiating skills.

What you will achieve

- The recognition of the importance of viewing a negotiation from the perspective of all involved parties.
- The ability to identify and develop the cognitive and interpersonal skills necessary to achieve collaborative outcomes.
- The knowledge of techniques that help convert adversarial and hostile behaviors into collaborative and problem solving behaviors.
- The skills associated with successful negotiations and receive feedback on the use of these skills.
- A plan for overcoming your weaknesses and concentrating on your strengths

What you will learn

- **A Definition and Model for Negotiation** - limits of an adversarial approach and the strengths of a collaborative approach.
- **The Importance of Preparation** - the use of analysis in terms of your objectives, issues, and benefits as well as the other party's objectives, issues, and benefits.
- **The Steps Necessary for Developing Rapport, Trust and Credibility** - verbal and non-verbal communication skills and the development of an effective listening model.
- **The Development of Collaborative Approaches to Mutual Goals and Objectives** - problem solving vs. bargaining in the construction of realistic agreements.
- **Methods for Handling Power Tactics** - the effective responses to "hardball" tactics and "dirty tricks" allowing you to convert your "opponent" into your "partner".
- **Gaining Commitment and Avoiding Postponements** - the importance of exploring acceptable alternatives before the crisis, uncovering the other person's alternatives, and establishing effective responses to demands.