

NEGOTIATING SUCCESSFULLY

We negotiate throughout our lives. From the amount of our allowance, when we can have the family car on a Saturday, how late we can stay out, when we are younger to much more serious activities when we get older. Before we start a job we negotiate salary, working conditions, perquisites and expenses. At work we negotiate our performance appraisal rating, our bonus and our salary increase. We also negotiate the services and equipment we require, deadlines, budgets, office space and furniture. On behalf of our company we negotiate labour agreements, rents, leases, supplies and contracts. Outside work we negotiate the price of our house, our new car, the terms and conditions of a loan from our bank and many other deals we make. At this seminar you will learn proven techniques to negotiate effectively. It is highly interactive and practical.

SEMINAR OUTLINE:

Introduction

- Participant Introductions
- Participant Objectives
- Seminar Outline, Methods and Techniques
- The Nature of Negotiation
- Basic Principles of Negotiation
- Video

Planning for Negotiation

- Clarifying Your Objectives
- Collecting Information You Require

- Deciding on Potential Strategies
- Determining your BATNA
- Rehearsing the Negotiation Process
- Establishing a Settlement Range

Tactics during Negotiation

- The Strategy of Win-Win Negotiation
- Dealing with Priorities, Deadlines and Resources
- Using Questioning Strategies to Learn What the Other Side Wants
- Avoiding Negotiating Traps/Ploys
- Dealing with an Impasse
- Avoiding Behaviours that Cause Resentment

Other Factors

- The Importance of the Relationship in Negotiation
- The Use of Verbal and Body Language to Your Advantage
- Developing an Effective Primary Style and Back-up Style
- The Importance of Timing, Location and Seating Arrangements

Post Negotiating Activities

- Documenting the Agreement
- Establishing an Implementation Time Table
- Monitoring Progress of the Implementation

SEMINAR METHODS:

Group and individual exercises, case studies, self-assessments, DVD, lecturettes, etc.

DESIGNED FOR:

All levels of executives, managers and team leaders who wish to improve their negotiation skills.

DURATION: 1 Day

SEMINAR LEADER:

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