

The 15 unofficial rules of negotiation

Everything is negotiable! At least that's what many experts say. However, this does not mean that everything must be negotiated. In addition, the approach to negotiations in business or in our personal lives is just as important as the contents of the arguments we chose to present. The cooperative approach (win - win) is usually the best solution towards a common goal shared by all parties.

The main objective of this course is to learn effective ways to prepare ourselves before we enter a discussion, in order to create a negotiating environment based on cooperation and harmony between all parties. The idea is to setup a Win-Win situation where all parties have their say, but are still aiming for a common goal: a commitment! We'll learn how to ask pertinent and constructive questions, listen actively to others and build a response to get our ideas across

In business as in life, you don't get what you deserve, you get what you negotiate

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Course plan: The 15 unofficial rules of negotiation

1.1 General information:

- ❑ **Title of this activity:** The 15 unofficial rules of negotiation
- ❑ **Length:** 3.5 hours
- ❑ **Continuing Education Credits:** 4
- ❑ **Number of participants:** 15 to 25 preferably (Onsite)
- ❑ **Targeted clientele:** Anybody who plays any role in a company and who wants to develop new techniques in preparing and leading a successful negotiation.
- ❑ **Training material:** All of the participants will receive a training manual. The facilitator will use a Power Point presentation as a visual support.
- ❑ **Learning strategies:** This course is deployed as an interactive lecture, with several group discussions. The participative style of presentation is very important with these types of sessions in order to fully implicate all of the participants in the learning process.

1.2 Main objective:

- ❑ The main objective of this course is to learn effective ways to prepare ourselves before we enter a discussion, in order to create a negotiating environment based on cooperation and harmony between all parties. The idea is to setup a Win-Win situation where all parties have their say, but are still aiming for a common goal: a commitment! We'll learn how to ask pertinent and constructive questions, listen actively to others and build a response to get our ideas across

1.3 Specific objectives:

At the end of this session, the participant will be able to:

- Learn his greatest strength when negotiating
- Understand the differences between cooperative and competitive negotiation
- Develop a positive attitude towards negotiating
- Actively listen to verbal and non-verbal communication
- Gain the knowledge required to build his proposal and argue with conviction
- Prepare himself adequately before the start of the discussion

- Clearly define his position and the variables that are negotiable
- Learn to negotiate with different cultures
- Chose within 15 techniques the ones that truly resonate with who he is
- Learn when not to negotiate

1.4 Requirements

The cost of lacking negotiation skills affects all the employees of a company, regardless of the domain of expertise or the tasks at hand. In other words, no prior knowledge is required to participate to this course.

1.5 Program

✓ Chapter #1 – How to prepare a Win-Win negotiation

- ❑ Identifying your greatest strength
- ❑ Defining what is negotiation
 - Cooperative
 - Competitive
- ❑ Non-verbal negotiation, are you *S.L.H.E.P.T.I.C.* ?
- ❑ Gain the knowledge required to build his proposal and argue with conviction
- ❑ Clearly defining your position and your goal
- ❑ Defining the variables on which you can be flexible
- ❑ Preparing a plan for success (scenario)
- ❑ Learn how to negotiate with different cultures

✓ Chapter #2 – The 15 unofficial rules of negotiation

- ❑ So, who starts?
- ❑ Communicating your position
- ❑ The chameleon
- ❑ Keep clam
- ❑ Your time is worth what!?
- ❑ How much is it?
- ❑ Give a penny, take a penny
- ❑ Remember the stairs

- ❑ Silence!
 - ❑ Respecting others
 - ❑ Perceptions and reality
 - ❑ The power of your thoughts
 - ❑ Pick your fights!
 - ❑ Sceptics will be rewarded
 - ❑ The perception of victory
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- ✓ **Conclusion – objections and non-negotiation**
 - ❑ 2 tests to find the real objection
 - ❑ When should we choose not to negotiate?