

TRAINING FOUNDATION INFORMATION

Course Title	Negotiating Skills Program
Duration	One-day program
Program Overview	<p>Negotiation is a fact of life. Whether it's purchasing a new system or deciding with co-workers where to order in from for lunch, you engage in some negotiation every day. It's really nothing more than the back and forth communication designed to reach agreement between two people. Effective negotiators:</p> <ul style="list-style-type: none">• Separate the people from the problem• Focus on interests, not position• Work with clients to create options that satisfy both parties• Engage successfully with people who are more powerful, refuse to play by the rules or resort to dirty tricks. <p>Based on the work of the Harvard Negotiation Project, this course will teach you a method of principled negotiation - deciding about the merits rather than resorting to haggling. This hands-on, highly interactive workshop will provide a deeper understanding of how to get what you want without giving in.</p>
Training Objective (Overall purpose or goal)	<p>To provide participants with an opportunity to:</p> <ul style="list-style-type: none">• challenge conventional wisdom about negotiation• gain deeper understanding of the mutual gains negotiation process - the work of the Harvard Negotiation Project (a group that deals continually with all levels of negotiation and conflict resolution from domestic to business to international affairs)• improve working relationships within the organization• enhance organizational effectiveness (by building a common language for and method of approaching negotiating situations)• learn how to make better deals and achieve greater outcomes

	<ul style="list-style-type: none"> break through standoffs, stalemates and deadlocks.
Audience	<p>20-25 mid- or senior-level employees per class. This program is valuable for two groups of individuals:</p> <ul style="list-style-type: none"> Those mid-level employees who are responsible for negotiation but do not make final decisions, and Those senior-level executives who regularly engage in negotiation and have final decision-making responsibility.
Learning Objectives (What will be accomplished)	<p>At the end of the program, participants will be able to:</p> <ul style="list-style-type: none"> understand the method and specific elements of the mutual gains negotiations identify their BATNA separate the people/personalities from the problem distinguish interests vs. positions invent options that deliver mutual gain insist on using objective criteria use "negotiation jujitsu" to overcome positional bargaining apply the mutual gains method to deal with complicating factors practice the process in a variety of settings and circumstances (through simulation).
Pre-requisites	None
Pre-work	<p>The pre-work assignment will include some reading (an article or chapter) and possibly a short assignment to prepare the participant for the topic to be addressed. Average completion time is no more than one hour.</p>
Post-work	<p>At the end of each seminar, participants create an Action Plan. It is strongly recommended that this Action Plan be shared with the participant's direct supervisor to build accountability.</p>
Constraints	<ul style="list-style-type: none"> One day is a limited length of time to deliver a thorough overview of a topic and allow ample practice time for

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	participants. <ul style="list-style-type: none">• Various levels of experience or skill in any given session may make for difficulties.
Measurement	Level one evaluation - delivered at the end of each session.