

Negotiating Skills

Course length: 1 day

Course Description

Course Objective: You will perform the basic steps in a business negotiation.

Target Student: Business professionals who may or may not be in a supervisory position and want to learn negotiating skills.

Prerequisites: There are no prerequisite skills for this course, however, you might be interested in the following related courses: Communication Skills, Business Presentations, and Business Writing: From Email to Proposals.

Delivery Method: Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- Prepare to negotiate in a business environment.
- Initiate negotiations and follow through on their results.
- Negotiate with your partner.
- Follow through on a completed business negotiation.
- Negotiate in unique business circumstances.

Course Content

Lesson 1: Preparing to Negotiate

Topic 1A: Establish a Successful Mindset

Topic 1B: Research the Other Party

Topic 1C: Determine the Value of the Item Being Negotiated

Topic 1D: Determine Where You'd Like Negotiations to Take Place

Topic 1E: Establish Your Best- and Worst-Acceptable Outcomes

Topic 1F: Research Your Best Alternative to a Negotiated Agreement (BATNA)

Lesson 2: Initiating Negotiation: Establishing the Ground Rules

Topic 2A: Establish Rapport

Topic 2B: Establish Your Status

Topic 2C: Choose the Communication Method for Negotiation

Topic 2D: Establish the Rules of Engagement

Topic 2E: Set a Timeline

Topic 2F: Establish How Negotiation Results Will Be Communicated and Implemented

Lesson 3: Negotiating

Topic 3A: Encourage the Other Party to Issue the First Proposal

Topic 3B: Make the First Proposal

Topic 3C: Counter the Offer or Proposal

Topic 3D: Accept an Offer or Abort Negotiations

Topic 3E: Work Through an Impasse



Lesson 4: Following Through

Topic 4A: Evaluate the Success of the Negotiation

Topic 4B: Follow Up on the Relationship

Lesson 5: Negotiating in Special Circumstances

Topic 5A: Cross-Cultural Negotiation

Topic 5B: Cross-Generational Negotiation

Topic 5C: Negotiation with Supervisors and Subordinates

