

Negotiation

The preparation – the negotiation as such – reaching an agreement or disrupting the negotiation – the implementation of the agreement

The word negotiation appeals often only to the image of a kind of meeting where a number of parties reach an agreement about a topic which is in most cases of an economical or financial type. Immediately the words compromise and concession emerge. For a lot of people, to negotiate is an euphemism for manipulation or using force and this not always based on the nicest means : “The strongest one will always win !”.

This training treats the entire negotiation process : starting defining the kind of negotiation and deciding about the consequences this has on the negotiation itself, passing by the preparation, the analysis of the initial situation and the objectives, the act of negotiating as such, bringing to completion or maybe disrupting in a positive way the negotiation up to the question how one can ensure the implementation of the reached agreement. In the meantime attention is paid to the generic or individual styles of negotiation, to the question when a compromise is the best achievable result or when and where a win-win solution is feasible, to specific communication techniques and to a survey of the most important negotiation techniques each time looking for the application conditions, the advantages and disadvantages.

Duration

2 days

Public

Everyone who is in touch with negotiations, whether it is as main negotiator, as assistant to the negotiator or as consultant. Participants can be members of the direction, managers, leaders or operational function holders. The negotiations can be oriented towards the own organization or to the external environment. The kind of topics to be negotiated is here of no importance. Whether the topic is economic/financial or rather organizational, whether the negotiation handles a contract or treats the question of collaboration (external or internal) or whether application modalities for rules or procedures are discussed..., in all these cases your negotiations will become more efficient and more effective thanks to your deeper insight and know how in the field of negotiation.

Objectives

- To reach a more precise en complete idea what negotiation is all about
- To reach a deeper level of insight in :
 - The different types of negotiations
 - The negotiation styles and the strategic negotiation model
 - The different steps towards professional negotiations
 - Applicable specific communication techniques
 - The main negotiation techniques

- How to use these insights in concrete negotiation situations and more particularly those in the real job situation :
 - How and why to make a choice among the available options
 - How to make real and to apply the chosen option during the negotiation
- Based on the training and the training material, to make the transfer towards the own specific negotiations and the particular role you have to play in this context

Summarizing all this, the training has only one goal :

- To make your negotiations more efficient, more effective, more performing or in short more professional.

Program

- What is “to negotiate” – Types of negotiations
- Styles of negotiating and the strategic negotiation model
- Planning the different steps for negotiations and fundamental concepts
- Scheme and phases of the negotiation process
- Communicative techniques and the four distinguished behaviors during negotiations
- Negotiation techniques : Main techniques – Smaller and very specific techniques
- Freezing the agreement - the implementation – disrupting the negotiations in a conscientious and planned way and the “BATNA-concept”
- Rules of thumb – mistakes and misunderstandings – tips and clues – considerations

Methodology

The training provides you with a plethora of insights, schemes and instruments that you can use later on in your own practice. Aside these content related elements that are discussed in a strongly interactive way, you will have plenty of opportunity to exercise using cases proposed by the participants, or that have been chosen as such that they are completely recognizable.