



4D Training

## Negotiating for a Win/Win

### Who Would Benefit?

The success of our negotiations and ultimately our personal and professional success will depend largely on how we approach and deal with the people we have to negotiate with. This workshop presupposes that negotiation is about joint problem resolution - resolution that should be mutually acceptable to both parties. Conflict arises where people try to manipulate outcomes, get one over on the other side and approach negotiations in the spirit of a competitive sport!

### Objective

The focus in this workshop is to help people to understand the other side better and to provide effective structures for planning and conducting negotiations.

### Content

- Explain what a negotiation is and the alternatives to negotiating
- Explain how to develop a Best Alternative to a Negotiated Agreement (BATNA)
- Explain the role and importance of values and criteria in negotiating with others
- Demonstrate how to match and pace people's values and criteria
- Identify and demonstrate five different frames or contexts that can greatly help the negotiation process
- Demonstrate how to chunk up and down in order to establish the greater need that the parties have and establish common ground
- Demonstrate the role of questioning and active listening in a negotiation
- Prepare a structured checklist to help in a negotiation including the various stages of a negotiation:
  - the role of adjournments
  - opening moves
  - preparation
  - making concessions
  - summarising
  - agreeing
- Practice simulated negotiations

### Duration

One day

### Minimum Numbers

Five delegates