

Negotiation Strategy and Tactics 1- Day Customizable Agenda

Pre-Program Assignment

Pre-Program Assignment might include:

1. Reading: "Defining and Managing Negotiation Issues"
2. Reading: "What You Can Do When Persuasion Doesn't Work"
3. Reading: "Ten Don'ts of Negotiation"

Time **Session/Instructional Methods**

8:00 **Introduction and Program Objectives**

Participants explore the difference between problem solving and negotiating, learn a working definition of negotiation, discuss critical negotiation issues and clarify objectives for the program.

Lecture, Discussion

8:30 **Quality in Negotiation**

Participants learn the five characteristics of quality agreements and evaluate their negotiation in Exercise No. 1.

Reading, Lecture, Discussion, Peer-to-Peer Feedback

8:45 **Negotiation Stages and Critical Tasks**

Participants explore the four stages of negotiation and the tasks that must be completed at each stage. Participants learn how to use this information as a road map toward a quality negotiation.

Lecture, Discussion

9:30 **Needs/Currency Analysis**

Participants engage in a short exercise to learn the value of understanding needs and alternative currencies of exchange in producing high quality agreements.

Individual Case Analysis, Discussion

10:00 **Individual Analysis of Case**

Participants engage in a short exercise to learn the value of understanding needs and alternative currencies of exchange in producing high quality agreements.

Individual Case Analysis, Discussion

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10:45 **Currency and Tactical Planning**

Using a negotiation case, participant teams complete Planning Guides and learn to identify issues, interests, positions, and currencies. Participants will also learn a tactical planning tool for each stage of the negotiation, in order to manage the process and achieve a quality negotiation.

Lecture, Individual Analysis, Negotiation Exercise

12:00 **Lunch**

12:45 **Negotiation Exercise**

Participants engage in 2 rounds of active Negotiations. Each round is debriefed within teams and as a group.

Individual Analysis, Role-Play, Team Exercises and Discussions

3:00 **Application: Application Planning & Negotiation Rehearsals**

Participants apply what they have learned during the program to a negotiation to be conducted back on the job. Using the Planning Guide, they develop a plan for a real-life, upcoming negotiation situation. They then rehearse their negotiation and get feedback from colleagues.

Individual Analysis, Role-play, Peer-to-Peer Feedback

4:50 **Closing Session**

Participants identify ways to practice and implement their new negotiation skills. They locate the appropriate resources that will help them plan and practice their new skills while managing personal risk.

Discussion

5:00 **End of Program**