APRENDA
Training at Work that Works!

Negotiation Strategy and Tactics
Full Agenda

Pre-Program Assignment

Participants use the Negotiation Skills Inventory (NSI) to collect data from their work associates on their typical negotiation behaviors. Participants also assess their own negotiating behaviors in formal and informal negotiation situations.
Questionnaires: Data Collection and Preliminary Analysis

Day One

Time **Session**/*Instructional Methods*

8:30 **Introduction and Program Objectives**
Participants explore the difference between problem solving and negotiating, learn a working definition of negotiation, and clarify objectives for the program.
Reading, Lecture, Discussion

9:20 **Negotiation Exercise No. 1: Self-Assessment**
Participants prepare for and conduct a videotaped negotiation in order to collect additional data on their negotiating strengths and weaknesses.
Individual and Team Case Analysis, Small Group Role-play, Discussion

10:20 **Break**

10:35 **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

11:05 **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

11:45 **Lunch**

Negotiation Strategy and Tactics
Full Agenda

12:35 **Observing Behavior and Giving Feedback**
Participants practice identifying negotiation stages, tasks, and behaviors using demonstration videotape. They learn how to give and receive feedback during the program. They then review their Exercise No.1 video and give each other feedback.
Video Demonstration, Small Group Video Review and Analysis, Peer-to-Peer Feedback.

2:05 **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. Planning Guide 1: Needs/Currency Analysis is introduced as a planning tool.
Individual Case Analysis, Discussion

2:45 **Break**

3:00 **Negotiation Exercise No. 2: Needs/Currency**
Participants apply their knowledge of key negotiation concepts introduced during this first day. Working in teams, participants complete Planning Guide 1 in preparation for a negotiation, then conduct the negotiation. They begin a debrief of the outcomes that will be completed on Day Two.
Individual and Team Case Analysis, Role-play, Discussion

5:00 **Review and Evening Assignment**
Participants complete and analyze their "Negotiation Skills Inventory" and complete readings in preparation for Day Two.
Individual Analysis, Reading

Negotiation Strategy and Tactics
Full Agenda

Day Two

8:30 **Negotiation Exercise No. 2 (continued)**
Participants further debrief the results of the exercise, then review their videotapes and give each other feedback.
Discussion, Small Group Video Review, Peer-to-Peer Feedback

9:45 **Informal Negotiations**
Participants identify and practice handling workplace situations that are really informal negotiations.
Lecture, Role-play Exercise, Peer-to-Peer Feedback

10:25 **Break**

10:40 **Negotiation Skills Inventory (NSI)**
Participants interpret their NSI data to identify strengths and weaknesses of their current use of key skills in negotiation stages. They compare the NSI data with feedback received during the program, and develop specific learning goals for the remainder of the seminar.
Lecture, Individual Analysis

11:25 **Negotiation Exercise No. 3: Currency and Tactical Planning**
Participant teams complete Planning Guide 1 for another complex negotiation, identifying issues, interests, positions, and currencies.
Individual and Team Case Analysis, Lecture

12:25 **Lunch**

1:15 **Negotiation Exercise No. 3 (continued)**
Participants 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

3:10 **Break**

3:25 **Negotiation Exercise No. 3 (continued)**
Participants conduct the videotaped negotiation. A detailed debrief and videotape review occurs on Day Three.
Role-play

4:50 **Review and Evening Assignment**

Negotiation Strategy and Tactics
Full Agenda

Participants complete readings in preparation for Day Three.

Day Three

8:30 **Negotiation Exercise No. 3 (continued)**
Participants engage in a detailed debrief of the exercise results. They then review their videotapes and give each other feedback.
Discussion, Small Group Video Review, Peer-to-Peer Feedback

9:45 **Break**

10:00 **Application: 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

12:05 **Lunch**

12:50 **Application: Negotiation Rehearsals (continued)**

3:50 **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

4:20 **End of Program**