



### Negotiation Made Easy

Workshop Duration: 1 Day

Facilitation in English (aussi disponible en français)

#### Workshop Description

Negotiating is part of the daily routine for professionals at all levels and it can bring its share of frustration when negotiation skills have not been mastered. The ability to negotiate makes all the difference in the results achieved, both internally and externally to the organization.

#### Who Should Attend

Managers, Project Leaders, Supervisors, Employees

#### Workshop Objectives

Participants will:

- Discover their own dominant negotiation style
- Recognize the other party's negotiation style
- Review some tactics used by each party involved
- Learn strategies to use to diffuse these tactics
- Be better prepared to deal with tough negotiators

#### Workshop Outline

- Demystifying negotiation
  - Planning skills
  - The process
  - 5 approaches
  - 4 forces used
- Wants VS. Needs
- WATNA & BATNA
- Characteristics of a collaborative negotiator
- Trust building skills
- How to negotiate with 5 decision maker types
- Tactics and objections used by negotiators and strategies to address them
- Dealing with difficult situations
  - Personal attacks
  - Emotions
  - Tough questions
  - Negotiating via emails
  - Difficult negotiators
- How to break an impasse
- 5 skills required to deal with challenging negotiators
- Individual development plan



The session is very interactive and dynamic. Role-playing, self-assessments and case studies are built in to develop the participant's skills quickly. The handbook is user friendly and it is a great tool for personal refreshment.