



Win-Win Negotiations

Successful negotiating is a skill that, once learned, can be immediately applied to *all aspects* of your work and personal dealings.

Learning Outcomes:

Participants who complete this program will be better able to...

- Identify negotiations as competitive or collaborative
- Manage competitive negotiations
- Plan ahead for collaborative negotiations
- Use collaborative behaviors to achieve win-win solutions

Agenda:

1. Defining negotiations
2. Managing the competitive process
 - The power of negotiables
 - Concession Strategy
 - Activity: Practice competitive behaviors; attempt to maximize results
3. Planning for collaborative negotiations
 - Identifying needs and interests
 - Leverage objective criteria and information
 - Managing strategic questions
 - Activity: Practice mutual gains negotiation
4. Collaborative and relationship-building behaviors
 - Asking the right type of questions
 - Listening
 - Disagree agreeably
 - Activity: Paraphrasing, probing, hypothetical questions, and conditional propositions
5. Add creativity to the process
 - Expanding issues
 - Creating viable options
6. Action Plan: Identify areas of improvement in collaborative negotiations