

PER-608: Negotiating I: Art and Technique

Duration: 2 days

Trainer: Stéphan Lavigne or Richard Juneau

TRAINING DESCRIPTION

Improving your knowledge and know-how when conducting a negotiation to optimize your objectives and performance, notably by using strategies and tactics of collaborative negotiation and competitive negotiation.

Inspired by Harvard's processes and techniques, this is a practical training where, in addition to reviewing the basic negotiation concepts, participants will have the opportunity to practice and test their skills.

LEARNING OBJECTIVES

By the end of this training, participants will be able to:

- Adapt the negotiation strategy (collaborative or competitive) depending on issues, the situation and expected results.
- Interpret and adapt their approach regarding individuals' behavior, applied to negotiation.
- Prepare their negotiation's metric data.
- Use competitive and collaborative negotiation tactics to optimize their gains.

METHODOLOGY

Several learning methods and teaching tools that allow to measure progress and concepts integration by participants are used throughout the training.

- Presentation
- Demonstration
- Teamwork
- Individual work
- Group discussion
- Case study
- Role play
- Simulation
- Self-assessment



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CONTENT

INTRODUCTION

- Opening exercise
- Importance of preparation
- Definition of negotiation

MODULE I: STRATEGIC ASPECTS

- Case study: The instigator!
- Self-assessment of negotiation: Michael Wheeler
- Simulation exercise: Baltic Art and Amber
- Negotiation strategies
- Protagonists
- Divergences
- Negotiator's profile
- Power relationship
- Simulation exercise: Hamilton's property
- Assessment of my learnings

MODULE II: BEHAVIORAL ASPECTS

- Case study: Breaking Point!
- Stimuli
- Perception
- Human behaviors
- Simulation exercise: Break Time!
- Communication components
- Leading the negotiation
- Role in negotiation
- Taking the leadership
- Maintaining the leadership
- Retrieving the leadership
- Progression and leadership
- Assessment of my learnings

MODULE III: METRIC ASPECTS

- Case study: Cutoff Time!
- Calculating your BATNA
- Calculating your WATNA
- Calculating your ZOPA
- Establishing your anchoring
- Risk analysis
- Simulation exercise: Myerson and Centralia
- Assessment of my learnings



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TARGET AUDIENCE

Managers and professionals

OTHER INFORMATION