ETS FORMATION

Training Plan

Training: Negotiation I: Art and techniques
Duration: 2 days
Trainer: To be determined based on availability

Training Description

Improve your knowledge and negotiation skills to optimize your objectives and performance, particularly through the use of collaborative and competitive negotiation strategies and tactics.

Inspired by the Harvard negotiation process and techniques, this practical training program allows participants not only to learn the fundamental concepts of negotiation, but also to practice and test their skills through hands-on exercises and realistic simulations.

Learning Objectives

By the end of the training, you will be able to:

- Adapt the negotiation strategy (collaborative or competitive) depending on issues, situation and desired results;
- Interpret and adapt their approach to the behavior of individuals, applied to negotiation;
- Take leadership to lead the negotiation;
- Use competitive and collaborative negotiation tactics to maximize their gains.

Content

Introduction

- Opening exercise
- Expectations
- Participant introductions

Module 1: Negotiation strategies

- Quiz : The interrupter!
- Definition of negotiation
- The two major negotiation strategies : competitive and collaborative
- The protagonists
- The important metrics
- The differences
- The negotiator’s profile
- The balance of power
- Simulation exercise : Property, Harvard Business School

Module 2: Human behavioral aspects

- Quiz : Breaking Point!
- Predictive elements of success
- The importance of the relationship
- Perception
- Components of communication
- Communication styles
- Simulation exercise : Break Time!

Module 3: Negotiation process

- Quiz : Negotiate your salary or not?
- Roles in Negotiation
- Techniques for Leading a Negotiation
- Tactics for Regaining Leadership
- Tactics for Increasing Your Power
- Postpone and Maintain Leadership
- Case Study : AI Imaging

Module 4: Negotiation tactics

- Quiz : Deadline!
- Collaborative Tactics
- Exercise : Video Analysis
- Competitive Tactics
- Strategy and Tactics Script Simulation
- Exercise : Myerson and Centralia

Methodology

Several learning methods are used throughout the training to assess your progress and help you integrate the concepts:

- Teamwork
- Individual activities
- Group discussions
- Case studies
- Simulations
- Self-assessments

Target audience

Managers and professionals.