

PER-609: Negotiating II: Principled Negotiation

Duration: 2 days

Trainer: Stéphan Lavigne or Richard Juneau

TRAINING DESCRIPTION

Negotiating differently according to principled negotiation principles to avoid confrontational or aggressive, usual, and predictable tactics.

Negotiating agreements where nothing is decided in advance by adopting a "win-win" perspective.

LEARNING OBJECTIVES

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

- Develop the necessary skills to negotiate principled agreements (win-win).
- Recognizing pitfalls that can occur in this type of negotiation.

More specifically:

- Practicing principled negotiation through 4 principles.
- Going from positional negotiation to principled negotiation.
- Identifying and dealing with difficulties associated with principled negotiation.

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

Presentations and exchanges (25%), self-assessment questionnaires (5%), exercise in subgroups (10%), case study (20%), simulation (40%)

CONTENT

INTRODUCTION

- Principles of principled negotiation
- Process of principled negotiation
- Test: How do you negotiate?
- Exercise: Negotiated Art!

BASIS OF PRINCIPLED NEGOTIATION

- Evolution of negotiation
- Zones of negotiation
- Limits of positional negotiation
- When to use a principled negotiation approach
- Origin of principled negotiation
- Simulation exercise: Fleas to sell!
- Exercise: How to adopt a principled strategy?

PRINCIPLE #1: NEGOTIATING ON THE CONTENT, NOT ON PEOPLE

- Dealing with people and content separately
- Perceptual phenomenon
- Identifying the other party's perceptions
- Managing perceptions
- Managing emotions
- Managing communication
- Practicing active listening
- Using empathetic sentences
- Establishing a good relational strategy
- Simulation exercise: Price of oil barrel

PRINCIPLE #2: NEGOTIATING ON INTERESTS, AND NOT ON POSITIONS

- 3 types of interest
- Case study: Break Time!
- Case study: Always cheaper at the neighbor's house!
- Case study: When one gets richer, the other gets poorer!
- Case study: Each year, it is more expensive!
- Case study: How much for your business?
- How to identify interests
- How to communicate your interests

PRINCIPLE #3: NEGOTIATING TO CREATE VALUE

- Inventing mutual gains options
- Obstacles to creativity in negotiation
- How to invent options
- Case study: Break Time!
- Case study: Always cheaper at the neighbor's house!
- Case study: When one gets richer, the other gets poorer!



Syllabus

- Case study: Each year, it is more expensive!
- Case study: How much for your business?

PRINCIPLE #4: RESORTING TO OBJECTIVE CRITERIA

- Examples
- Different forms of objective criteria
- How to negotiate with objective criteria
- Simulation exercise: Harborco

CONCLUSION – SYNTHESIS OF PRINCIPLED NEGOTIATION

TARGET AUDIENCE

Managers and professionals that have experience with usual negotiation techniques.

OTHER INFORMATION