

# Negotiating for Results

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## Course Overview

Administrative professionals who master the art of negotiation find they can save time; save money; develop a higher degree of satisfaction with outcomes at home and work; and earn greater respect in the workplace. Negotiating is a fundamental fact of life at your level. Whether you are working on a project or fulfilling normal support duties, this one-day workshop will provide you with a basic comfort level to negotiate with both internal and external clients. This interactive workshop includes techniques to promote effective communications; emphasizes problem-solving; and gives you techniques for turning face-to-face confrontations into side-by-side problem solving.

## Learning Objectives:

At the conclusion of this workshop, participants will be expected to:

- Understand how often we all negotiate and the benefits of good negotiation skills.
- Recognizes the importance of preparing for the negotiation process, regardless of the circumstances.
- Identify the various negotiation styles, their advantages and disadvantages.
- Develop strategies for dealing with tough or unfair tactics.
- Gain skill in developing alternatives and recognizing options.
- Have the opportunity to practice the “how to” of these skills in a supportive environment.

## Pre-Workshop Assignment:

Participants will be asked bring to the workshop some examples of recent negotiating situations, including a situation they felt they handled well, a situation that could have been handled better, and a situation that they felt uncertain about. Participants will be asked to be prepared to share these examples with others in the group.

## Outline

- What is Negotiation?
- Types of Negotiators
- Positional Bargaining
  - Hard vs. soft negotiating
  - Problems with positional bargaining
  - Alternatives to positional bargaining
- The Successful Negotiator
- Negotiation Essentials
  - Preparation
  - Organization
  - Hot Buttons
  - BATNA
  - WAP
- Preparing for Negotiation
- Inventing Options for Mutual Gain
- Fear
  - Humiliation
  - Rejection
  - Loss of Power
  - Failure
- Negotiating Challenges
- Dealing with Negative Emotions