



Constructive Negotiation™

Building Agreements That Work

LT140 | Length: 1 day | Credits: up to 7 PDUs | Talent Triangle - Leadership

Overview

Whether you are negotiating with colleagues, managers, suppliers, customers, or strategic business partners, it's critical to be able to understand and use a negotiation process that focuses on achieving outstanding business results.

Constructive Negotiation™ uses the metaphor of designing and constructing a building to learn a positive, productive way of thinking about, planning for, and implementing negotiations. Rather than taking an adversarial or competitive approach to negotiation, this program approaches negotiation as a challenging opportunity to build an agreement that meets the needs of all parties. You will work on a real-world negotiation that you will be involved in after completing the program. Throughout this process, you gain the confidence and skills you need to conduct a successful and constructive negotiation.

Objectives and Outcomes

Participants will:

- Analyze the process of a negotiation, know the milestones toward achieving agreement, and manage the process effectively
- Identify important underlying needs for all parties and develop options for meeting them
- Develop a plan for a negotiation
- Choose appropriate behavioral tactics in any negotiation, formal or informal
- Move others toward a more constructive approach while in an adversarial negotiation
- Create strong, lasting, mutually beneficial agreements that meet the needs of all parties and build a negotiating relationship for the future

Who Should Participate?

Individuals working in a project or team-based organization; individuals responsible for working with customers, suppliers, subcontractors, resellers, or service providers; individuals involved in continuous negotiation about priorities and resources.

Content Outline

What is Negotiation?

- Introduction to key definitions and concepts; identification of real negotiation opportunities for later practice; multi-party benchmark exercise.

Model Overview

- Review of benchmark exercise according to key concepts; presentation of process model; review of pre-work.

Negotiation Practice: Managing the Process

- Short exercises to develop awareness of how to manage the negotiating process.

Understanding Needs and Options

- Presentation and exercises for eliciting needs and developing options to meet them.

Tactical Attitude & Tactical Choices

- Presentation and exercise for selecting a tactical approach; application of concepts to a realistic negotiation situation; in-depth discussion and practice in making tactical decisions.

Negotiation Practice: Phases and Milestones

- Experience in managing all phases and tasks involved in a negotiation.

Planning and Implementing a Negotiation

- Introduction to and implementation of a negotiation planning process; putting it all together in a realistic negotiation situation; debrief lessons learned.

Informal Negotiations

- Applying knowledge to informal negotiation opportunities.

Dealing with Unconstructive Tactics

- Practice in moving others toward a more constructive approach.

Real-Time Application

- Creation of an application plan for an upcoming negotiation.

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