

1410 – Become a Great Negotiator

Role of Negotiations

- Who, when and where
- What goes wrong?
- Common problems and remedies
- Ingredients for success

Interpersonal Communications

- Interpersonal skills
- The seven intelligences
- Communications failure
- Interpersonal gaps
- Quality control criteria
- Active listening
- Perception checking
- Non verbal communications
- Technical communications

Introduction to Negotiations

- Formal versus informal
- Types of negotiations
- Types of negotiators
- Attitudes to negotiations
- Ethics versus culture

Negotiation Planning and Preparation

- What does it mean to be prepared?
- When are you ready?
- Strategies and tactics
- Negotiation planner

Negotiation Process Management

- Getting to yes
- Haggling
- Time management
- Table tactics
- Use of physical setting
- Team tactics
- Hot buttons
- Impasse and deadlock