

## **1520 – 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