

Career Development

Negotiation Skills Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Understanding Negotiation

- The Three Phases
- Skills for Successful Negotiating

Module Three: Getting Prepared

- Establishing Your WATNA and BATNA
- Identifying Your WAP
- Identifying Your ZOPA
- Personal Preparation

Module Four: Laying the Groundwork

- Setting the Time and Place
- Establishing Common Ground
- Creating a Negotiation Framework
- The Negotiation Process

Module Five: Phase One — Exchanging Information

- Getting off on the Right Foot
- What to Share
- What to Keep to Yourself

Module Six: Phase Two — Bargaining

- What to Expect
- Techniques to Try
- How to Break an Impasse

Module Seven: About Mutual Gain

- Three Ways to See Your Options
- About Mutual Gain
- What Do I Want?
- What Do They Want?
- What Do We Want?

Module Eight: Phase Three — Closing

- Reaching Consensus
- Building an Agreement
- Setting the Terms of the Agreement

Module Nine: Dealing with Difficult Issues

- Being Prepared for Environmental Tactics
- Dealing with Personal Attacks
- Controlling Your Emotions
- Deciding When It's Time to Walk Away

Module Ten: Negotiating Outside the Boardroom

- Adapting the Process for Smaller Negotiations
- Negotiating via Telephone
- Negotiating via Email

Module Eleven: Negotiating on Behalf of Someone Else

- Choosing the Negotiating Team
- Covering All the Bases
- Dealing with Tough Questions



Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations