

## **SSM 47 – TEAM NEGOTIATION**

Well, on paper it was a great idea. This project could take your company right up to the big leagues and provide your product line with the kind of clout that might even shake up the industry. But right from the start, there have been problems.

There have been questions about which division is reporting to whom, and even within senior management there seems to still be confusion about both the schedule and the budget. It now looks like this wonderful project could end up in nothing! What can you do?

### ***WHO SHOULD ATTEND?***

If you want to develop effective skills to improve communication, encourage collaboration, build trust, defuse manipulative tactics and manage change proactively within your group, this is the class for you. Building on case studies, small group exercises and videotaped role-plays, this seminar allows you to practice new skills as you learn them and develop a plan that you can take back to the job and use immediately.

### **Session 1 - The Criticality of Successful Negotiations**

---

- Why are we here?
- Our responsibilities as Agents
- Negotiation Skill sets
- Who Wins Negotiations
- The most important thing to remember in negotiations
- Steps in Negotiation Preparation
- Comparing Approaches in Negotiations
- What gets negotiated?
- Timing as an Issue
- Negotiation Exercise

### **Session 2: Soft Skills for Successful Negotiation**

---

- Creative response
- Empathy
- Assertiveness
- Cooperative Power
- Managing Emotions

### **Session 3: Approaches to Successful Negotiations**

---

- The Win-Win situation
- Willingness to Resolve
- Mapping the Conflict and Designing Options
- Negotiation
- Mediation
- Broadening Perspectives

### **Session 4 – Devising a strategy and preparation**

---

- Optimizing business results in a recession
- Shaping an effective negotiation strategy
- Business negotiation as an organisational capability
- Aligning negotiation strategy to execute on corporate business strategy
- Gaining competitive advantage through negotiation strategy & process
- Dealing with organisational negotiation challenges: Price, Complexity, Internal & External Stakeholders

### **Session 5 – Best practices in negotiation**

---

- Leading edge & best practices in complex negotiation preparation
- Achieving optimal negotiation outcomes in complex negotiations
- Team based decision making and roles definition – managing the process
- Preparing for multiparty and cross cultural negotiations
- Creating and managing coalitions
- Multi issue negotiations
- Protect your interests
- Minimising contractual risks
- Structuring the key elements of the deal
- Managing the contract: negotiating contract variations