

# Negotiation Skills

1 Full day

## Description

This course covers fundamentals of negotiation. Students learn to establish agreements, research the other party, prepare for an agreement, conduct a negotiation, and apply advanced negotiation tactics.

## Outline

### Chapter 1: Understanding Negotiation Objectives

Types of Objectives  
Strength and Weaknesses

### Chapter 2: Guidelines for Positive Contribution

### Chapter 3: Researching the Other Party

Information Gathering

### Chapter 4: Preparing for an Agreement

The Agreement Plan  
The Negotiation Environment

### Chapter 5: Addressing the Needs & Interests of Others

Evaluating your Listening Skills: A Self-Assessment  
Three Levels of Listening  
Cultural Barriers to Communicating Needs & Interests

### Chapter 6: Conducting Negotiation

Understanding the Negotiation Process  
Guidelines for a Successful Negotiation  
Challenging Negotiation Situations  
Guidelines for Challenging Negotiation Situations  
Pitfalls to Negotiation

### Chapter 7: Control in Negotiations

Steps in Gaining Control  
Types of Questions  
Specific Questions  
Protect your Interests