

Effective Business Negotiations

Open training

E-learning in open trainings

At House of Skills we devote particular attention to the effectiveness of the learning process and the strengthening of its effects. A number of our trainings have been enriched with e-learning solutions. Online course supplements the open training proper. To be able to use the course you need a computer and an Internet connection. Every person enrolled for the open training will be provided with the access (link, login and password) to the online training course.

Training description

Training objectives:

- Gaining knowledge about the preparation, conducting and conclusion of negotiations
- Learning about negotiation strategies and the selection of appropriate strategy depending on the context and the aim of negotiations
- Training in the use of negotiation tactics during negotiation

Participant's profile:

employees of different levels and specializations who negotiate with external and internal customers.

Benefits for the participant

The participants who complete the training:

- Understand the negotiation process
- Have the knowledge and tools necessary for effective negotiation
- Are capable of defining negotiation objectives and diagnosing the actual needs of negotiation parties
- Have the knowledge necessary to select appropriate negotiation strategy depending on the situation and the type of a negotiation partner
- Are capable of creating the right negotiation atmosphere that favors agreement and satisfaction of both parties
- Have increased awareness of their own negotiation style

Methods:

original negotiation games, role plays and negotiation simulations, behavior analysis and individual feedback, work in small groups, facilitated discussion.

Group size: 6 - 12 persons

Duration: 2 days (9:00-17:00)

Place: Warsaw

Participation costs: 2 900* PLN per person (+23% VAT)

* **Assumptions:**

- The above price is a net amount that will be increased by the amount of a value-added tax
- The above price comprises the costs associated with the participation in the programme, training materials, training room and conference equipment, a lunch and a coffee break for the participants
- The above price **does not** comprise the costs arising out of participants' travel to the training venue and accommodation if applicable

Training content

Introduction

- Aims and objectives of the program
- Formulation of rules of co-operation
- Introduction and ice breaking

Negotiation strategies

- Negotiation strategies and styles – introduction
- Integrative negotiation:
 - Discussing the solutions that are satisfactory for both parties and the solutions that increase the strength of agreement
 - “Alba & Batia” negotiation game
- Distributive negotiation:
 - Basic notions of negotiation
 - BATNA as a power building tool in negotiation
 - The significance of the opening position for the further course of negotiation
 - Anchoring in negotiation
 - “Stok Edelweiss” negotiation game – the long-term effects of winner-loser solutions
- Package negotiation:
 - Negotiating several issues contingent upon each other
 - Flexibility in searching the right solutions
 - The rules of making concessions in negotiation

Preparing for negotiation

- Alternatives, boundary conditions, information about your negotiation partner
- Meta-objectives in negotiation
- Defining the interests and attitudes as a way to achieve bilateral satisfaction with negotiation
- The significance of needs evaluation and the means of acquiring information about your negotiation partner
- The triangle of satisfaction:
 - Substantive, procedural and psychological interests
 - Satisfaction with relationships and the result of negotiation
- Case study – simulation of negotiation with a business partner. Practicing the use of new tools and techniques

Me as a negotiator

- Individual reasons for negotiation difficulties
- Improvement of the ability to read and understand human behavior
- Team negotiation – division of roles in a negotiation team

Negotiation management

- Negotiation tricks:
 - What is the right reaction?
 - Handling manipulation and aggression in negotiation
- How can you adjust the negotiation techniques to your actual power?
- Development of priority management skills in negotiation and finding a balance between the interests of various groups that participate in the negotiation
- How can you reach a lasting agreement? Concluding negotiations
- Analysis of difficult negotiation situations experienced by the participants