

# Negotiation Fundamentals

## Training Workshop Module Overview

Innesskirk's innovative "Negotiation Fundamentals" is an intensive workshop that provides a clear foundation of the skills essential to an effective negotiator; with clear, practical guidelines every step of the way.

Tutorial sessions, case studies, practical exercises, presentations and syndicate work make this a proactive, hands-on course.

## Workshop Objectives Delegates Will Be Able To...

- Accept a negotiation challenge with confidence
- Prepare effectively for any negotiation - salary, resource, pricing, etc.
- Recognize qualities of an effective negotiator
- Understand the possible outcomes of negotiations
- Communicate effectively during any form of negotiation

## Post Workshop IMPACT™ Program

**IMPACT™ Project** – Delegates identify a work related project during the last hour of the training that will be used as a measurable indicator of successful application and implementation of the training content.

**IMPACT™ Coaching** – The delegates participate in custom-designed coaching sessions to facilitate the completion of their **IMPACT™ Project**. Delegates document the project's life cycle and all related issues in the provided coaching booklet

## Workshop Agenda – Day One

### Introduction And Course Objectives

Agenda begins with the introduction of course objectives, materials, methodology and pedagogy. Instructor will include the introduction of delegates through icebreaker activity.

### Introduction To Negotiation

Instructor leads an introduction to the negotiation process: the qualities of an effective negotiation; a review of international skilled negotiators; and a personal evaluation of individual strengths and weaknesses as a negotiator.

### Negotiation And Influencing Styles

Delegates learn to evaluate different negotiation styles; the psychometric evaluation of influencing styles; and effective methods to influence people.

### LUNCH

### Negotiation Skills Practice

Teams practice negotiation process skills and review the process to determine areas for improvement. We use this practical exercise to improve the process step by step.

### Negotiation Process And Possible Outcomes

Participants review the processes discovered during the practice session and discuss possible outcomes.

### Impact Of Body Language On Effective Negotiations

Behavior and body language is decoded; its implications on professional communications and behavioral impact of effective professional communication.

### Listening And Questioning Techniques

The role of questioning and listening in effective negotiations is reviewed. Different listening styles are identified and samples of effective questioning are reviewed.

### Negotiation Variables

Delegates discuss approaches to negotiation variables to accomplish their goals.

### CLOSING

Review the main points of interest of the day, identify possible work-projects and preview day two.



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## Workshop Agenda – Day Two

### WELCOME

#### Negotiation Challenge (Individual)

Delegates use their prepared negotiation plans to negotiate an assigned task to achieve the best possible result.

#### How To Prepare For A Negotiation

Preparing for a negotiation means preparing for issues prior, during and after negotiation tasks, including opening a negotiation.

#### Key Points And Negotiation Techniques

The negotiation process is analyzed; key strategies and techniques are explained for each phase.

### LUNCH

#### Pitfalls And Common Negotiation Mistakes

Delegates discuss common mistakes and tactics which can damage the long-term relationships as well as actions to prevent or mitigate the damage.

#### Cultural Impact On Negotiation

Instructor provides an understanding of the influence of culture on negotiations; the importance of organizational culture; and cross-cultural influence on effective negotiations.

#### Identification Of IMPACT™ Project

Delegates are assigned to groups and asked to identify a project which will require the use of the new knowledge and information acquired during the workshop. This will allow the delegates to transfer the new knowledge into skills and effective work habits.

### CLOSING

Review the main points of interest for the course, deliver course administration such as: evaluation, action plan and deliver delegate certificates.

## Do You Have Specific Requirements?

### Tailoring For In-Company Delivery

Innesskirk is able to customize this workshop as a one, two or three day event. We can also adapt the content to meet your specific training objectives.

For more information about our In-Company specialized workshop services, email us at [info@innesskirk.com](mailto:info@innesskirk.com) to discuss your specific requirements further.



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