



Unleashing Passion and Purpose
in People and Organizations

Objectives

- Define and recognize the importance of win-win solutions
- Plan for and negotiate collaborative outcomes
- Understand the negotiation process
- Engage in effective dialoguing to create understanding, address difficult issues, and enable the negotiation to succeed
- Understand and diffuse conflict
- Deal effectively with challenging people in a negotiation setting
- Creatively develop options to meet the needs of all parties
- Convert a competitive situation into a cooperative negotiation
- Stay calm when emotions get hot

NEGOTIATING FOR WIN-WIN OUTCOMES

Purpose: To enhance participants' ability to create collaborative, win-win outcomes through building negotiation and communication skills.

The Importance of Win-Win Solutions

- ◆ Distinguish win-win negotiation from positional bargaining
- ◆ Why aiming for the win-win creates value for everyone

The Negotiation Process

- ◆ Separate people from the process
- ◆ Focus on needs not positions
- ◆ Generate options
- ◆ Evaluate options using objective criteria

Planning for the Negotiation

- ◆ Consider the needs of each person
- ◆ Clarify the issues
- ◆ Identify options and alternatives
- ◆ Understand the importance of timing and logistics

Dialoguing to Create Understanding

- ◆ Raise difficult issues
- ◆ Ask the right questions
- ◆ Create a safe environment
- ◆ Active listening
- ◆ Read and express body language
- ◆ Assert your perspective

Diffusing Conflict

- ◆ Understand the conflict escalation cycle
- ◆ Deal with challenging people and difficult situations
- ◆ Control emotions
- ◆ Recognize and diffuse unproductive tactics

Methodology: Highly experiential which combines short lectures, case studies, scenarios and exercises

Recommended Length and Size: Two full days. A shorter version can be customized upon request. Suggested class size is 24 or less.

Optional Modules: Conflict Styles – Thomas Kilmann Conflict Mode and/or the D.i.S.C.

Materials: Customized Workbook. Style profiles are at an additional cost, if included.