Negotiation Skills

Training Manual
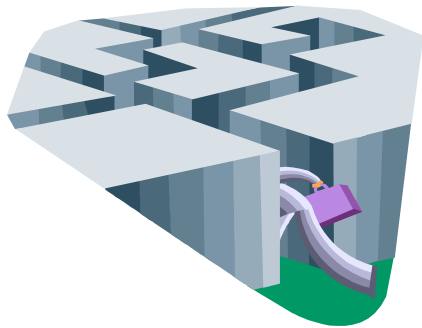
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Module One: Getting Started

Welcome to the Negotiation Skills workshop. Although people often think of boardrooms, suits, and million dollar deals when they hear the word "negotiation," the truth is that we negotiate all the time. For example, have you ever:

- Decided where to eat with a group of friends?

- Decided on chore assignments with your family?

- Asked your boss for a raise?

These are all situations that involve negotiating! This workshop will give participants an understanding of the phases of negotiation, tools to use during a negotiation, and ways to build win-win solutions for all those involved.

Workshop Objectives
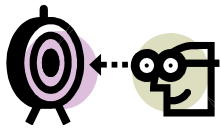
Research has consistently demonstrated that when clear goals are associated with learning that the learning occurs more easily and rapidly. With that in mind, let's review our goals for today.

By the end of this workshop, participants will be able to:

- Understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating

- Understand and apply basic negotiating concepts: WATNA, BATNA, WAP, and ZOPA

- Lay the groundwork for negotiation

- Identify what information to share and what to keep to yourself

- Understand basic bargaining techniques

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- Apply strategies for identifying mutual gain

- Understand how to reach consensus and set the terms of agreement

- Deal with personal attacks and other difficult issues

- Use the negotiating process to solve everyday problems

- Negotiate on behalf of someone else

Pre-Assignment Review

The purpose of the Pre-Assignment is to get you thinking about the negotiation process.

As a pre-assignment, think about what you consider the characteristics of a successful negotiator.

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