

RPA LEADERSHIP WORKSHOP
Thursday, March 19, 2020
Baltimore Marriott Waterfront Hotel – Baltimore, MD

Negotiation Course Outline

8:00 Welcome and Introduction

8:30 Negotiating Tactics

Table Exercise: A New Venture

9:15 Characteristics of an Effective negotiator

9:30 Basic Concepts: “Getting to Yes”

- Separate the People from the Problem
- Focus on Interests not Positions
- Invent Options for Mutual Gain
- Insist on Using Objective Criteria

Table Exercise: Take It or Leave It

10:15 Break

10:30 Organizing the Negotiation

- Establishing the Level of Expectation
- Setting Goals
- Using Limited Authority
- Discovering Unstated Needs
- Analyzing Bargaining Power

Table Exercise: The Garage Sale

11:30 Presenting Each Party's Position

- Understanding the Opponent's Position
- Determining the Opponent's Range of Settlement
- Presenting Your Position
- Identifying Areas of Agreement and Disagreement
- Emphasizing Mutual Interest

Table Exercise: The New Bicycle

12:00 Lunch

1:00 Review of Face to Face Communication

- The Message Model
- The Four Communication Types
- Speaker-centered vs. Listener-centered Communication
- The Listener's Needs, Controlling Emotion
- The Use of Questions

Table Exercise: The New Bicycle

2:00 Negotiating for Agreement

- Adjusting Your Position
- Separating Areas of Agreement from Areas of Disagreement
- Reaching Agreement Through Problem Solving
- Reaching Agreement Through Bargaining
- The Use of Silence
- Giving Concessions

Table Exercise: Person A and Person B

3:00 Positive Sentiment Override and Inequity Aversion

Table Exercise: Person C and Person D

3:45 The BATNA

Table Exercise: Person E and Person F