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