

CONTINUING EDUCATION

COURSE OUTLINE – Negotiation Skills

INSTRUCTOR: Varies

PHONE: 780-539-2975

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PREREQUISITE(S): None

REQUIRED TEXT/RESOURCE MATERIALS: Course materials are supplied.

CALENDAR DESCRIPTION:

Negotiating is about resolving differences. People who can master the process of negotiation find they can save time and money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in their communities when they understand how to negotiate well.

Negotiating is a fundamental fact of life. Whether you are working on a project or fulfilling support duties, this workshop will provide you with a basic comfort level to negotiate in any situation. Through this workshop you will understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating. You will also gain a sense of understanding of your opponent and have the confidence to not settle for less than you feel is fair.

CONTACT HOURS: 10 hours

DELIVERY MODE(S): Online

GRADING CRITERIA:

Upon completion of the course, you will receive an Acknowledgement of Course Completion certificate. Upon completion of program requirements, you will receive the Entrepreneurship (Blue Seal) Certificate.

EVALUATIONS: Successful completion of a written Evaluation of Learning.

COURSE SCHEDULE/TENTATIVE TIMELINE:

Continuous Intake

COURSE CONTENT

Session 1: Course Overview

- Learning Objectives

Session 2: What is Negotiation?

- Defining Negotiation
- Types of Negotiation
- Positional Bargaining
- Principled Negotiating
- Phases of Negotiation

Session 3: The Successful Negotiator

- Key Attributes

Session 4: Preparing for Negotiation

- Getting Started
- Managing Your Fear
- Personal Preparation
- Researching Your Side
- Establishing Your WATNA and BATNA
- Identify Your WAP
- Identifying Your ZOPA
- Case Study
- Researching the Other Side

Session 5: The Nuts and Bolts

- Preparing Documentation
- Setting the Time and Place
- Case Study

Session 6: Making the Right Impression

- First Impressions
- Dress for Success
- The Skill of Making Small Talk

Session 7: Getting Off to a Good Start

- Common Ground
- Creating a Negotiation Framework
- Ground Rules

Session 8: Exchanging Information

Session 9: The Bargaining Stage

- What to Expect
- Six Techniques for Success
- Other Techniques to Try
- Case Study

Session 10: Teaching Mutual Gain

- Getting Rid of Obstacles
- Overcoming the Obstacles
- Three Ways to See Your Options
- Creating a Mutual Gain Solution
- What Do I Want?
- What Do They Want?
- What Do We Want?

Session 11: Moving Beyond “No”

- Getting Past No
- Breaking the Impasse
- Getting to Yes

Session 12: Dealing with Difficult Issues

- Being Prepared for Environmental Tactics
- Dealing with Personal Attacks
- Negative Emotions
- Deciding When It’s Time to Walk Away

Session 13: Moving from Bargaining to Closing

- Knowing When to Close
- Building an Agreement

Session 14: Solution Types

- Possible Outcomes
- Building a Sustainable Agreement
- Getting Consensus

Session 15: Negotiating Outside the Boardroom

- Adapting the Process for Smaller Negotiations
- Negotiating via Telephone
- Negotiating via Email

Session 16: Negotiating on Behalf of Someone Else

- Choosing the Negotiating Team
- Covering all the Basics
- Dealing with Tough Questions