

GLOBAL EXPERTS INSTITUTE FOR TRAINING.
ISO 9001-2008 TRAINING PROVISION CERTIFIED

Effective Negotiation Skills Advanced

Schedule Dates:

Start Date	End Date	Place
21 Jan 2024	25 Jan 2024	Dubai – the H hotel

Program Introduction:

This programme provides practical help to enable professional people to grasp the mindset of an expert negotiator. The training is based on applying Neuro Linguistic Programming (NLP) techniques to the negotiation process and during the course discoveries will be made as to how to consistently achieve a win/win situation in negotiations.

Program Objective:

- ✓ Understand how your beliefs can affect your ability to negotiate effectively
- ✓ Explore the nature of the different types of negotiation from Lose/Lose to Collaboration
- ✓ Gain a 'toolbox' of influencing skills that will mean that you can achieve consistently good results in your negotiations
- ✓ Master a seven-step planning process so that you will be fully prepared for the negotiation
- ✓ Learn how to control the face-to-face meeting using the Deal Making Process™

Who should attend?

- People with some experience of negotiation who wish to further develop their skills.

Program Outlines

Day One

The inner game of Negotiation

The phrase the 'inner game' is a term borrowed from sports psychology. It is a reference to the fact that what is going on inside a person's head (their state of mind) is crucial to good performance. Here we consider the role perception and beliefs of expert negotiators.

- Examining your current beliefs
- Reviewing expert beliefs
- Making changes that you feel are appropriate for you

Understanding the other party's needs

Learn how to ask high quality questions that map out precisely the other party's needs and requirements. This ability to empathise with the other party and 'map out' their issues is at the heart of an effective negotiation process.

- The *Logical Levels Concept*
- Moving up logical levels
- Moving across logical levels
- Moving down logical levels
- *Softeners*

Day Two

The A-G Negotiation Planning Process™

The planning process involves setting out the goals for the negotiation, gathering some facts (what we call building a database) and then analysing the data to uncover key issues.

The seven stages of the *A-G Negotiation Planning Process* that we use at BMC are:

- Agree outcomes
- Build a database
- Chart logical levels
- Determine common ground
- Examine Batna's (Best Alternative to a Negotiated Agreement)
- Formulate possible trades
- Generate the settlement range

Day Three

Setting the scene

This aspect of the course involves covering all the administrative arrangements that relate to the negotiation meeting. Namely;

- Agreeing the agenda for the meeting
- Considering our opening position
- Planning to meet people's expectations
- Developing a timetable

- Briefing the team

The 'Deal Making' Meeting Process™

The four steps of the face-to-face meeting process are described by a mnemonic, where each letter in the key word '**deal**' represents a stage in the meeting:

- **D**raw the logical levels diagram (using the logical levels system to explore the topics for discussion)
- **E**xplore possible deals (make proposals and give & receive concessions)
- **A**gree the closing position (agree the formal contract)
- **L**ook at the actual results (monitor how the contract is actually implemented over time)

Day Four

Four Expert behaviors

The ability to influence and persuade is the key competency of advanced negotiators. Here we cover four behaviors that research shows are used by experts much more frequently than by their more 'average' counterparts.

- Asking Questions
- Finding common ground (matching and leading values)
- Summarizing
- Behavior labelling

Four key skills

Understanding how expert negotiators use assertive tools to put their point of view across in a firm, persuasive manner, and also how they deal with hostile and aggressive behavior.

- Reading body language
- *Three Step Technique*
- *Broken Record Technique*
- *Feel, Felt, Found Technique*

Day Five

Breaking deadlocks

Reviewing some of the tools that we can use to regain momentum if the conversation becomes stuck or bogged down on a particular issue. Including:

- Chunk up – chunk down
- Negative consequences
- Counter example
- Time out
- Car parking
- Metaphor
- Escalation
- Arbitration

Dirty tricks

Understanding some of the 'dirty tricks' that unscrupulous negotiators sometimes use to try and gain the upper hand – and how to counter them.




- Common tricks (e.g. good cop, bad cop)
- Counter measures

Training Methodology:

- Slide presentations
- Interactive discussion
- Simulations and Gamification
- Online Video material

Cost Quotation in Kuwaiti Dinars

The total cost includes:

-  Instructor(s) expenses
-  Training materials
-  Certification

Total Cost: 1200 KD per Session
(One Thousand Two Hundred Kuwaiti Dinar)