

Negotiation

building the agreement

Programme

- Leadership & management
- Sales & commercial negotiation
- Training, consulting & coaching

Personal development

Methodology

Didactics and role-plays - in groups of on average 10 participants – in order to capture and understand various forms of behaviour and styles of communication.

‘Negotiation is 90% psychology and 10% logic’ ^[1]

And negotiation is omnipresent.

From the sixteen-year-old demanding more time online, to the human resources manager concerned with the acquisition and retention of high potentials. From the staff member dealing with suppliers, matrix colleagues, and management, to the CEO and the demands of the corporate network.

Negotiation is more or less practiced by every member of our society from the day he or she joins it. With a greater or lesser degree of success.

If you belong to the growing group of people for whom negotiation is intrinsic to business, you will know that negotiation, to be practiced with ease, skill and comfort, first demands self-knowledge. Next, it demands a natural willingness and capacity to get to know another. And finally, it demands the self control to manage both. Often in tense situations.

From knowing, to confidently doing - this is the gap our negotiation programme seeks to bridge.

By satisfying all these criteria, and leveraging the 90% tacit with 10% of well-assimilated tactics, we can identify and satisfy the common interest. This, according to most observers, is the goal of a modern negotiation.

^[1]Jean-Luc Dehaene – see Vision Research Briefing – ‘the Negotiation Genome’ on www.krauthammer.com

Benefits



- Identifying personal references and systems for negotiating at a high level
- Recognising our emotions in the context of our contacts with a demanding environment
- Controlling behaviour and feeling at ease in varying negotiating situations, both within and outside the company
- Increasing effectiveness through better preparation and better results
- Fostering active and long-lasting relations with everyone we speak to, avoiding deadlocked situations which prejudice our position as mediators
- Enjoying and knowing how to use techniques and tactics

Solutions for individuals and companies

In-company customised solutions

Inter-company training and coaching

Content

Day 1

- The key attitudes of negotiation
- The matrix: a tool for preparing your negotiation
- The walk-away point and its price
- The T-concept - a better way of positioning yourself in negotiation
- Practical exercises

Day 2

- The behavioural scale
- The "third ear"
- The 26 most used negotiating tactics
- Presenting our arguments, taking the other person's "filter" into account
- Practical exercises

Day 3

- Conflictual negotiation:
- The "3 prerequisite yes's"
- Different behaviour types when facing a group: roles, allies, opponents ...
- Individual case studies
- Practical exercises

Training methodology at a glance



3-5 weeks' application on the job

