

NEGOTIATION SKILLS

4-DAY INTERACTIVE WORKSHOP

Dates and locations:

March 24 & 25, 2011 and April 7 & 8, 2011 in Moncton, NB

Facilitator: Peter Tye

Introduction

Supply chain leaders and supply chain management professionals are required to possess a variety of management skills, and one of the critical management skills is the ability to prepare, execute and analyze negotiations. The goal of this workshop is to develop your abilities to become a more effective negotiator. This 4-day workshop follows the negotiation process, i.e. activities and techniques to be used before, during and after the negotiation session.

About this Workshop

This workshop focuses on issues in negotiation, such as assessing your own negotiating skills and assessing the other party's; differentiating between distributive and integrative negotiation; establishing trust and building relationships; and power, persuasion and ethics. In this workshop you will have many opportunities to develop your negotiation style through role-playing simulations. You will participate in a series of negotiation role simulations of increasing complexity; from a two-party, single issue situation to a multiple party, multiple issue negotiation.

Fundamental principles of negotiation are discussed, e.g. relational (win-win) versus transactional (win-lose) negotiation, the impact of power balance or imbalance, and the negotiation process. We also review information the buyer needs going into negotiations, along with face-to-face tips to be used during negotiations. Supply chain management professionals also need to manage the factual, physical and emotional elements of their negotiation session. This workshop gives you the opportunity to simulate negotiations, through in-class exercises and role-playing. You will also review the negotiation sessions, and discusses activities and techniques relevant after the negotiation session. Cross-cultural issues in the context of global negotiations are also discussed.

CANCELLATION POLICY: *Cancellations up to fourteen (14) days prior to the beginning of the seminar are entitled to a full refund. Cancellations within fourteen (14) days of the workshop will be charged a 20% administration fee and the return of any workshop material.*

Workshop Objectives

Upon completion of this workshop you should be able to:

- Understand and develop the primary negotiation skills.
- Develop your BATNA, and estimate your reservation point in preparation for negotiation.
- Apply tools for negotiation preparation—including self-assessment and assessment of the other party.
- Apply the tools of distributive negotiation.
- Apply the tools of integrative (“win-win”) negotiation.
- Identify obstacles to integrative negotiation in the buyer-supplier (supply chain) context.
- Describe the three broad dimensions of negotiation style, along with alternative styles or approaches under each dimension.
- Explain the complexity of multiparty negotiations, and apply strategies for effective negotiation in the multi-party context.
- Describe challenges and strategies for dealing with coalitions, agents, constituents and teams in negotiation.
- Understand the importance of trust and relationships in negotiation.
- Recognize and apply sources of power in negotiation.
- Practice ethical negotiation practices—and recognize unethical practices.

Workshop Topics

- Introduction to Negotiation
- Preparation: Self-assessment
- Preparation: The Other Party and the Situation
- Distributive Negotiation
- Integrative Negotiation
- Negotiation Style
- Multiple Parties in Negotiation
- Establishing Trust and Building a Relationship
- Power, Persuasion and Ethics