

Strategies and Skills of Negotiation

Negotiate with Skill and Confidence to Achieve Better Results

We negotiate in every facet of our lives. All too often, however, we would benefit from a greater understanding of the negotiation process and the skills we need to be successful negotiators.

This workshop provides a comprehensive introduction to negotiation. You will learn effective strategies and techniques for a variety of negotiation situations: from two-party/single issue, to complex negotiations involving multiple issues and parties, to negotiating online. To ensure practical relevance and develop critical negotiation skills, you will apply the content in actual negotiation exercises.

Takeaways

- Improve your negotiation planning by identifying key issues and setting specific goals
- Design the best strategy for the negotiation situation
- Determine your personal negotiation style
- Build negotiating power by developing alternatives
- Detect and steer clear of psychological traps
- Better manage the negotiation process
- Evaluate the objectives, strengths and weaknesses of those with whom you negotiate
- Identify the advantages and risks of competition and cooperation
- Negotiate effectively in one-on-one and multi-party settings
- Navigate the unique challenges of online negotiations
- Deal constructively with ethical dilemmas

Audience

This program is relevant to anyone who negotiates but who lacks an overall framework of the negotiation process. The strategies and skills taught are generally applicable to any negotiation context.

Course Content

What Is Negotiation?

- Challenging our stereotypes of negotiation and clarifying the alternatives

Developing Your Self-Awareness as a Negotiator

- Identifying your personal negotiation style, its strengths and areas for improvement

Styles and Types of Negotiation

- How to choose among varying approaches and responses in negotiations

Developing a Strategy

- Analyzing the negotiation situation and deciding on an appropriate strategic approach

Preparing for Negotiation

- Establishing your objectives, priorities and limits for negotiations

Building Power

- Identifying and strengthening your power base

Interests, Issues and Positions

- Assessing what you really need and avoiding positional traps

Opening a Negotiation

- How to open a negotiation effectively without giving away too much

Two-Party Negotiations

- How to approach and manage one-on-one negotiations

Team Negotiations

- Navigating the advantages and challenges of team-based negotiations

Complex Negotiations

- Managing the complexity of multi-party, multi-interest negotiations

Negotiating Online

- Managing the opportunities and challenges of online negotiation

Special Features

This program is highly experiential, with an active-learning format that ensures practical relevance. You will engage in exercises and cases as a vehicle for learning, and apply the course content to real-time problems designed to develop key negotiating skills. In a supportive setting, you will also discuss vital issues, assess your skill set and receive feedback on your performance in the negotiation exercises.

Course Leaders

Dr. David Hannah is an Associate Professor of Management at the Beedie School of Business at Simon Fraser University, where he has received multiple teaching awards. He has taught in executive and masters programs at Simon Fraser University, the University of British Columbia and the University of Texas at Austin. His clients have included BC Hydro, MacDonald Dettwiler, PMC-Sierra and the Beijing Media Group. His research centres on the protection of organizational trade secrets and how workers cope with intensely emotional work.

Dr. Daniel Skarlicki is the Edgar Kaiser Professor of Organizational Behaviour at the Sauder School of Business. He has taught executive programs in organizations across North and South America, as well as in Europe and Asia. His clients have included Cathay Pacific, the Government of Canada, VanCity, YMCA, Rocky Mountaineer, ICBC and Glaxo. An active educator, he has won numerous teaching and international research awards. His interests focus on mindfulness in the workplace and how people respond to justice and injustice in the workplace.

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