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## **MGMT 143: Negotiation Essentials** *(formerly MGMT 208: Negotiation Skills)*

Length: 14 hours

Negotiation skills benefit everyone because they have a significant impact on decision making. We negotiate more often than we realize; for purchases, project timelines, priority management, decisions, and personal development opportunities.

This program focuses on how to negotiate in business by developing a plan including a BATNA, preparing for meetings, handling objections, and reaching agreement. Participants will explore how negotiations is more than a skill—it is a strategic management process to ensure an appropriate balance of workflow that creates more productive and profitable work places.

### **Module 1: Introduction to Negotiations**

- Demonstrate negotiation is a life skill and a business strategy.
- Explain key components of negotiation.
- Identify key roles and responsibilities in the negotiation process.
- Define skills to build negotiation strategies.

### **Module 2: Designing the Outcome**

- Identify the steps in a negotiation process.
- Plan and preparation for a successful meeting.
- Leverage relationships to understand the business.
- Identify and clearly define the problem.
- Use techniques to co-create and select alternative solutions.
- Recognize when no deal is a better deal.

### **Module 3: Getting in the Game**

- Refute myths about negotiation.
- Explain the dynamics power has on the negotiation process.
- Identify different Social Styles™ types and how they may show up in negotiations.
- Apply the Thomas-Kilmann Conflict Model to assess how to deal with conflict.
- Deal with objections better by presenting bundles of added value.
- Professionally walk away with grace.

### **Module 4: Arriving at the Win-Win Negotiation**

- Explain how to build rapport for the success of the negotiation process.
- Demonstrate a mutual gains approach to negotiation.
- Describe any practices that enhance negotiating techniques.
- Demonstrate how to reach a win-win agreement.

- Identify pitfalls to avoid for a successful negotiation.