

NEGOTIATION SKILLS FOR EFFECTIVE MANAGERS

SEMINAR CONTENT

- Why so many good negotiators think they are bad
- Characteristics of good negotiators
- How "hard-wired" biases interfere with good negotiating and what to do about them
- Avoiding unnecessary conflict in negotiations
- "Interest-based/principled" negotiation and why it is usually more successful than "hardball" negotiation
- The four critical steps to planning for a negotiation
- Protecting yourself against opponents who lie
- Negotiating with parties who appear to have more power
- Recognizing and controlling strong emotions in tense negotiations
- Recognizing and dealing with unfair negotiation tricks by the other side
- Ethics in negotiation
- Role of gender and ethnicity in negotiation
- Questioning the other side and defending against probing questions
- Whether and when to make the first offer in a negotiation
- Recognizing and dealing with "difficult" people
- "Win-win" negotiation: what it truly is, when it is appropriate and how to achieve it

Questions- please call 1-800-UNC-EXEC