

## 5. NEGOTIATING FOR SECURING WIN-WIN OUTCOMES

### LEARNING OBJECTIVES:

At the end of this three-day Learning Intervention, the participants will be able to:

- Describe what is involved in a successful negotiation;
- Explain the three steps in an effective negotiation;
- Outline some of the fears involved in negotiating;
- Define what it means to think creatively while negotiating; and,
- List the questions to be asked at the end of a successful negotiation.

### LEARNING OUTLINE:

- Introduction and Basic Concepts
- Negotiating as Changing Perspectives
- Negotiating for Effectiveness
- Creative Negotiator Capabilities
- Negotiating and Emotional Intelligence
- Types of Negotiators
- Power and Negotiating
- Negotiating as Managing Challenge
- Building Relationships
- The Challenge of Diversity on Negotiating
- Negotiating as Leadership
- Essential Summary Rules of Negotiating
- Conclusions and Action Plan

### LEARNING OUTCOMES:

1. Knowing what is NOT negotiable.
2. Maintaining honesty, and keeping our promises.
3. Developing multiple options.
4. Learning how, and be willing to say NO!
5. Becoming familiar with the law.
6. Taking advantage of our intuition.
7. Practising the concept of “no surprises”.
8. Treating others the way THEY want to be treated (The Platinum Rule).
9. Developing the courage to walk away from the deal.