



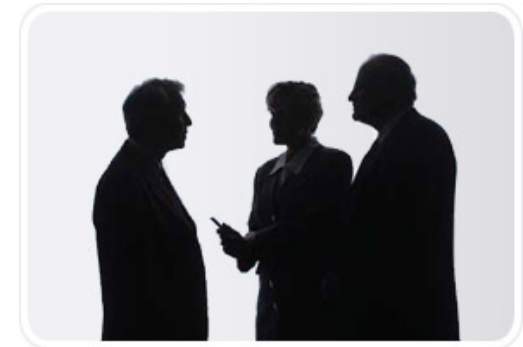
*Arizona Innovative Solutions Group
(Arizona-ISG)*

Effective Negotiation Skills

Effective Negotiation Skills

Effective Negotiation Skills workshop is learner-centered and designed to provide an understanding of the principles and competencies for building business relationships through negotiations. The activities selected for this workshop will provide experiences in negotiating with external and internal customers, suppliers, and work teams.

- Understand the benefits of good negotiating skills
- Identify those techniques that will be most effective in stressful negotiation situations
- Have the opportunity to practice the “how to” of these skills in a supportive environment
- Recognize the stress that often accompanies negotiations and have some options for managing that stress



Outlines

- What is Negotiation?
- Types of Negotiators
- Positional Bargaining
 - Hard vs. soft negotiating
 - Problems with positional bargaining
 - Alternatives to positional bargaining
- The Successful Negotiator
 - Gain Total Self-Control
 - Construct a Consent Zone
- Essentials
 - Preparation
 - Organization
 - Hot Buttons
- Preparing for Negotiation
- Inventing Options for Mutual Gain
- Fear
 - Humiliation
 - Rejection
 - Loss of Power
 - Failure
- Building Trust and Building Relations
- Win-Win Negotiation
- Negotiating Challenges
- Dealing with Negative Emotions



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