



# EXECUTIVE EDUCATION ADVANCED NEGOTIATION SKILLS

## OVERVIEW

The Advanced Negotiation Skills program develops expertise in negotiation tactics and strategies that can be applied to achieve win-win outcomes for all parties involved. The program has been designed for anyone who navigates business complexities on a daily basis, including managers at every level, as well as people who work for government and not-for-profit agencies.

This program will provide proven and practically applicable strategies and techniques to develop your negotiation skills. It will do so through the use of key concepts, frameworks as well as experiential role play exercises. The theory and role-plays are designed to expose you to a variety of negotiation scenarios and provide you specific strategies to navigate complex multi-party multi-issue negotiations.

## SNAPSHOT

Program Length.....3 days

Delivery.....Face-to-Face

### Who is this program suited to?

Emerging and experienced leaders, business improvement champions, change managers and improvement project facilitators.

Also available as a tailored program for organisations.

## PROGRAM BENEFITS

### Individual

- Understand the psychology and theory behind negotiation, as well as practical steps in implementing the strategies during negotiations;
- Learn from program facilitators that have both industry and academic backgrounds and an understanding of industry issues delivering a program that is relevant to meet your strategic goals;
- Move from a win-lose adversarial mindset to a collaborative, practical beneficial win-win approach;
- Understand how to manage critical conversations and resolve conflict in a professional context;
- Readily apply principles to improve negotiation skills in any business context.

### Organisational

- Enhance the performance of your key leaders and teams for better negotiation planning and practice;
- Improve collaboration and cooperation within and between departments or functional areas in the business;
- Equip your organisation with the ability to improve stakeholder engagement and management;
- Prevent the escalation of conflicts in negotiations and improve effectiveness in negotiation practice;
- Build trust and foster strengthened workplace relationships and help to resolve internal and external conflicts.

## ASSESSMENT

This program includes practical class exercises during the class structure with no formal assessment. Upon successful completion of the program, participants will be awarded a Certificate of Completion.

## ENROLMENT

Enrolments for the Advanced Negotiation Skills program can be submitted via the online enrolment platform. To learn more or enrol in the program, please visit [unisa.edu.au/advanced-negotiation-skills](http://unisa.edu.au/advanced-negotiation-skills)

## PROGRAM OUTLINE

### Day 1: Key Strategies for two-part negotiations

- Single-issue, two-party negotiations;
- Identifying objectives and goals in negotiations;
- Traps to avoid – winner’s curse and settling for too little;
- Strategies for making offers and how to deal with concessions in negotiations;
- Strategic planning for negotiations;
- Identifying important data points for planning;
- Dealing with tangible benefits and costs during planning;
- Multi-issue, two-party negotiations;
- Understanding the variety of issues in negotiations: distributive, integrative and compatible issues;
- How to make package deals and multi-issue offers;
- How to persuade and influence others while communicating and gathering information.

### Day 2: Fundamental strategies for multi-party, multi-issue negotiations

- Advanced multi-issue, multi-party negotiations;
- Dealing with multiple stakeholders;
- Coalition building strategies;
- Creating a win-win solution without giving up your share of the pie;
- Managing power, communication and information in negotiations;

- How to discuss issues;
- How to manage interpersonal and procedural complexity;
- Power: where does power come from in negotiations?
- Managing emotions in negotiations;
- Emotional expression - what works;
- Emotional intelligence: how to build it;
- Developing your own emotional thermometer.

### Day 3: Managing critical conversations and resolving conflicts at work

- Managing critical conversations with staff, or in dealings with customers or stakeholders;
- Building trust in critical conversations;
- The role of emotion, power and relationship;
- Personal negotiation styles: identifying the best tools and strategies to handle challenging conversations.

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*"I would recommend this course to anyone who needs to use negotiating techniques – from simple interactions to complicated business scenarios. The course challenged my experience in negotiating by providing an alternative framework for the planning and the conduct of negotiations. The application of psychology proved really interesting and was particularly relevant in my field. The course content can be applied to both personal and business interactions.*

**Natalie Mackintosh, past participant, ASC** (not pictured)

