



## negotiating skills - PACONEGO ©

objective	To improve negotiation skills
target group	Sales persons, people managers, business managers, general managers, unions, politicians
topics	<ul style="list-style-type: none"><li>- What are basic negotiating attitudes?</li><li>- What are the four basic principles in negotiation?</li><li>- How can I offer a “Golden Bridge Exit” to the other negotiator?</li><li>- How can I create a positive climate?</li><li>- Where to sit? The best negotiating table? Moment?</li><li>- Different kinds of power and how to handle them?</li><li>- What are the negotiating steps?</li><li>- Preparations before starting negotiation.</li><li>- What kind of arguments can I use to convince?</li><li>- Look for intermediate agreements.</li><li>- Make look-alike concessions</li><li>- Differentiate needs: essential versus accessory, emotional versus rational, exclusive versus excessive, personal versus business</li><li>- How to handle resistance, blockades, timing, emotions, manipulation, politics, pressure, etc.</li><li>- From compromise to win-win</li><li>- Use the Batna at the end if blockades pop up</li><li>- How to finalize and wrap up</li><li>- Negotiating check list with plenty of cases</li></ul>
duration	2 days