



## INTERPERSONAL NEGOTIATIONS

### Learning Objectives

This hands-on one day workshop explores the mindset, tools and skills to improve participants' negotiation skills in everyday and challenging interpersonal situations – with peers, direct reports and their manager.

By the end of this workshop participants will be able to:

- Describe how rapport and trust form the foundation of effective negotiations and sustainable agreements
- Build upon an approach and tactics to reliably create rapport
- Apply the three questions at the heart of workplace trust
- Discuss the task-relationship balance inherent in any interaction and describe an approach to keep the two balanced
- Examine how interpersonal negotiations can meet both parties' basic needs
- Examine a set of common human needs, apply an intuitive process to elicit the other person's needs and to describe one's own needs
- Apply a set of negotiation skills to a real workplace situation, balancing *telling with asking*
- Confirm and plan to follow-through on agreements made

## PROGRAM FLOW

### KEY CONTENT AREAS

#### Welcome

- Introduction, Learning Objectives

#### Mindset

- You Want, I Want: Experiential Activity
- Effective Negotiation = Sustainable Agreement
- Elements of Effective Negotiation

#### Rapport & Trust

- Creating Rapport
- Building Trust
- The Three Questions & Scenarios

#### Task-Relationship Balance

- Interaction Trajectories

#### Their Needs, Your Needs

- Sustainable Agreements
- The Five Basic Human Needs
- Aligning Needs Protocol

#### Skill: Listen & Encourage

- Say What?
- Why Encourage?
- Listen & Encourage Cocktail Party

#### Skill: Ask

- Ask-Tell Continuum
- Asking High-Yield Questions
- Revolver: Negotiation Questioning

#### Skill: Tell

- Effective Advocacy: Why? How?
- Advocacy Drill

#### Skill: Confirm Agreement

- Document, Follow-Through, Appreciate

#### Negotiations Practice

- Everyday Situations
- Challenging Situations

#### Workshop Close

- Insight Application Plan