



## OVERVIEW

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

- Experiential activity: You want, I want
- Effective negotiation = Sustainable agreement
- Elements of effective negotiation

### Rapport and Trust

- Creating rapport
- Building trust
- The three questions and scenarios

### Task-Relationship Balance

- Interaction trajectories

### Their Needs, Your Needs

- Sustainable agreements
- The five basic human needs
- Aligning needs protocol

### Skill: Listen and Encourage

- Say what?
- Why encourage?
- Activity: Listen and Encourage

### 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