COURSE SYLLABUS

Negotiating Techniques Course

Build structured negotiation skills to reach mutually beneficial outcomes in complex, high-stakes interactions.

Group classes in Live Online and onsite training is available for this course. For more information, email onsite@graduateschool.edu or visit: https://sdfm.graduateschool.edu/courses/negotiating-techniques

CustomerRelations@graduateschool.edu • (888) 744-4723

Course Outline

Module 1: Principles to Follow, Mistakes to Avoid, Must Do and Never Do, Plan

- Distinguish between conversations and negotiations to clarify intent.
- Establish guiding principles and non-negotiables before entering discussions.
- Plan and self-coach to stay focused, manage emotions, and promote agreement.
- Identify behaviors that support or hinder the negotiation process.

Module 2: Self Audit, Best Negotiator, Coaching, and Questions to Ask Self

- Recognize personal blind spots and triggers that impact negotiation effectiveness.
- Assess personal strengths and weaknesses compared to top negotiators.
- Develop coaching questions to stay prepared and adaptable.
- Use self-awareness tools like EQ and likeability assessments to improve performance.

Module 3: Discern Positions that Others Have, Discern What Others Want, and Apply Discernment to Negotiating Tactics

- Use open-ended questions to uncover stated and unstated positions.
- Identify discrepancies between language and behavior in others' responses.
- Refuse to make assumptions and search for hidden agendas.
- Balance roles of detective, mediator, and strategist in resolving interests.

Module 4: Communication Behaviors that Help, Relationship Disruptors, and Relationship Builders

- Enhance listening skills and use precise, respectful language.
- Identify and avoid behaviors that disrupt trust and rapport.
- Adopt strategies that foster collaboration, fairness, and constructive dialogue.
- Differentiate between needs and fairness in negotiation requests.

Module 5: Let's Work it Out – Case Studies 1, 2, 3

- Apply negotiation techniques in realistic role-play scenarios.
- Self-assess performance and gather peer feedback for improvement.
- Develop actionable lessons learned for future negotiations.

- Recognize and manage triggers that could derail progress.