

Advanced Negotiation Skills

Overview

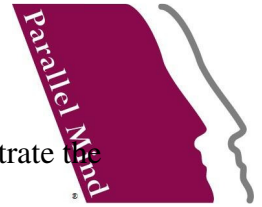
This programme is designed to give you the practical skills and confidence to negotiate with your clients. The first half day aims to make you thoroughly familiar with the process and prepares you for Day 2 which is when you will concentrate on the people aspects of negotiation.

Day 2 is highly practical. You will 'negotiate' with professional actors, who play the role of your clients, responding realistically to your behaviours. You will have the opportunity to negotiate with the type of clients you personally find most difficult. We add more skills throughout the day. The environment is realistic yet unthreatening as you practice your skills and try different approaches. Video review and frequent feedback allow you to evaluate your performance and develop your abilities. Above all, you will gain confidence to negotiate under business pressure.

Timetable

Day 1 – The Negotiating Process

13.00 – 13.15	Introduction Identify personal desired outcomes
13.15 – 13.45	Role Play – (generic) Debrief – learning points
13.45 – 14.15	Tutorial - Negotiating process – POWER model
14.15 – 16.00	Progressive Role Plays – Working through the POWER model process. Based on a case study <ul style="list-style-type: none">• Groups of four lawyers, two representing the client and two representing your organisation. Each party has separate brief• Groups familiarise selves with case study• Use handbook planning guide to prepare negotiation• Negotiate with other party, using POWER model• Video review and feedback used during role play• Concentrating on establishing rapport; opening statement; exploring interests; exchanging variables
16.00 – 16.15	Coffee
16.15 – 16.45	Discussion - Debrief and evaluation <ul style="list-style-type: none">• Whole group feedback, including video review• Discussion of learning points
16.45 – 17.00	Summary Day 1 and outline of Day 2



Day 2 - Negotiating with People

- 09.00 – 09.30 **Tutorial** - ACE model of Client Relationships – Discuss and illustrate the components of trust using DVD of great communicators in action
- 09.30 – 09.45 **Discussion** - Explore and discuss types of difficult negotiators
- 09.45 – 11.00 **Progressive Role Plays** - With actors assuming different negotiating styles
- Four participants to one actor
 - Participants' roles – Two lawyers; one client (professional advisor to actor); one observer. Roles rotate
 - Role play – video review – discuss – evaluate (2 – 3 times)
 - Concentrating on building rapport; opening statement; exploring interests, different negotiating styles
- 11.00 – 11.10 Coffee
- 11.10 – 11.20 **Discussion** – Assertiveness in negotiation
- 11.20 – 12.30 **Progressive Role Plays**
- Four participants to one actor
 - Participants' roles – Two lawyers; one client (professional advisor to actor); one observer. Roles rotate
 - Role play – video review – discuss – evaluate (2 – 3 times)
 - Concentrating bargaining (trading variables); testing; agreeing;
- 12.30 – 12.40 **Tutorial / Discussion** - Ploys and tactics – how to respond and if / when to use
- 12.40 – 13.40
tactics **Progressive Role Plays** – Both parties introduce / respond to ploys and
- Four participants to one actor
 - Participants' roles – Two lawyers; one client (professional advisor to actor); one observer. Roles rotate
 - Role play – video review – discuss – evaluate (2 – 3 times)
 - Concentrating on using and responding to different ploys and tactics; closing
- 13.40 – 14.25 Lunch
- 14.25 – 14.50 **Discussion / Evaluation** – Review video tapes (whole course)
- 14.50 – 16.00 **Role Play** – (generic)
- 16.00 – 16.30 **Discussion / Evaluation** – Review and discuss video tapes
- 16.30 Summary and close