

## Program Learning Outline

### Negotiate Agreements @ Aspiration Point...or Nothing!

#### Excelsior Learning

**Purpose:** **Negotiate Agreements @ Aspiration Point...or Nothing!** is a dynamic, fast-paced training program that provides individuals and teams with a powerful combination of *Collaborative*, *Competitive*, and *People-Centered* Strategies, tools and techniques to strengthen negotiation skills and processes.

**Audience:** The audience for the program is professionals who have a need to strengthen their negotiation muscle and the responsibility to negotiate more profitable agreements for their organization.



**Objectives:** Upon completing the program, participants will be skilled to...

- Apply a thorough planning framework to plan for and manage negotiations.
- Apply *Collaborative Strategies* to expand the size/value of the pie for all parties.
- Apply *Competitive Strategies* to compete for and claim a larger slice.
- Apply *People-Centered Strategies* to strengthen working relationships with key people.

**Experience Description:** Throughout this hands-on program, participants develop thorough negotiation plans, practice the skills via multiple negotiation simulations/role-plays and learning exercises, and receive peer and expert coaching feedback. This framework fosters a supportive climate that enables participants to encounter immediate learning, to develop and strengthen their skills and to increase their confidence. The following is the program outline.

**Pre-work:** Participants complete the following prior to the program:

- Bursts Self-Assessment Survey – a self-assessment of current use of *Collaborative*, *Competitive*, and *People-Centered Negotiation Strategies*.

Timing	Content	Methods
5 min.	<b>1. Program Introduction</b> <ul style="list-style-type: none"> <li>■ Sponsor introduces the purpose and expected outcomes of the program. Facilitator outlines the agenda and flow.</li> </ul>	Discussion
20 mins.	<b>2. A Creative-Problem-Solving Mind, Skill and Tool Set</b> <ul style="list-style-type: none"> <li>■ Facilitator discusses the factors (positive and negative) that can impact negotiations.</li> </ul>	Discussion
½ hr.	<b>3. A Potent Mix of Collaborative, Competitive and People-Centered Negotiation Strategies</b> <ul style="list-style-type: none"> <li>■ Facilitator presents a potent mix of strategies: <ul style="list-style-type: none"> <li>● Prioritize High Potential Negotiations</li> <li>● Identify Aspiration and Reservation Points, BATNA and Bargaining Space</li> <li>● Ask Insightful Discovery Questions, Exchange and Update Information</li> <li>● Clarify the Real Interests, Issues and Priorities</li> <li>● Identify Faulty Beliefs, Biases and Assumptions</li> <li>● Use a Potent Mix of Discovery and Advocacy Skills</li> </ul> </li> </ul>	Presentation
1 ¼ hrs.	<b>4. 1<sup>st</sup> Negotiation Case Simulation</b> <ul style="list-style-type: none"> <li>■ Facilitator segues to the 1<sup>st</sup> negotiation case simulation.</li> <li>■ Participants plan for the negotiation case simulation.</li> <li>■ Participants negotiate the case.</li> <li>■ Facilitator debriefs negotiation results and anchors in final learning points.</li> </ul>	Discussion Planning Negotiation Coaching
½ hr.	<b>5. A 2<sup>nd</sup> Potent Mix of Collaborative Competitive and People-Centered Negotiation Strategies</b> <ul style="list-style-type: none"> <li>■ Facilitator presents a 2<sup>nd</sup> potent mix of strategies: <ul style="list-style-type: none"> <li>● Anchor with a First-Offer Proposal and Counteroffer any Unacceptable Proposal</li> <li>● Use Data and Objective Standards to Frame Rationale and Proposals</li> <li>● Use Linkage when Trading-off on Alternatives</li> <li>● Find Ways to Modify the Issue-Set</li> <li>● Negotiate Packages of Issues vs. Single-Issue Proposals</li> <li>● Take Action to Build Credibility, Trust &amp; Relationships</li> <li>● Present Compelling Evidence to Connect on a Logical and Emotional Level</li> </ul> </li> </ul>	Presentation

Timing	Content	Methods
1 ¼ hrs.	<p><b>6. 2<sup>nd</sup> Negotiation Case Simulation</b></p> <ul style="list-style-type: none"> <li>■ Facilitator segues to the 2<sup>nd</sup> negotiation case simulation.</li> <li>■ Participants plan for the negotiation case simulation.</li> <li>■ Participants negotiate the case.</li> <li>■ Facilitator debriefs negotiation results and anchors in final learning points.</li> </ul>	<p>Discussion Planning Negotiation Coaching</p>
¾ hr.	<p><b>Lunch</b></p>	
¾ hr.	<p><b>7. A 3<sup>rd</sup> Potent Mix of Collaborative, Competitive and People-Centered Negotiation Strategies</b></p> <ul style="list-style-type: none"> <li>■ Facilitator introduces a 3<sup>rd</sup> potent mix of strategies: <ul style="list-style-type: none"> <li>● Avoid Using Ranges and Splitting the Difference</li> <li>● Signal Position with Size and Rate of Concessions</li> <li>● Make Multiple Simultaneous Proposals</li> <li>● Develop Contingency Agreements</li> <li>● Adapt Negotiating Style to Improve Effectiveness</li> <li>● Negotiate the Negotiation Process</li> <li>● Negotiate Disputes by Leveraging Interests, Rights and Power</li> </ul> </li> </ul>	<p>Presentation</p>
2 ¼ hrs.	<p><b>8. 3<sup>rd</sup> Negotiation Case Simulation</b></p> <ul style="list-style-type: none"> <li>■ Facilitator segues to the 3<sup>rd</sup> negotiation case simulation.</li> <li>■ Participants plan (in teams) for the negotiation case simulation.</li> <li>■ Participants negotiate (in teams) the case.</li> <li>■ Facilitator debriefs negotiation results and anchors in final learning points.</li> </ul>	<p>Discussion Planning Negotiation Coaching</p>
20 min.	<p><b>9. The Post Program 28 Day Challenge and Key Learning's</b></p> <ul style="list-style-type: none"> <li>■ Facilitator introduces the post program 28 Day Challenge to strengthen and anchor the skills, strategies, tools and techniques as repeatable habits.</li> <li>■ Teams organize around the Challenge.</li> <li>■ Participants share key program learning. Sponsor makes closing comments.</li> </ul>	<p>Discussion Application Feedback</p>