

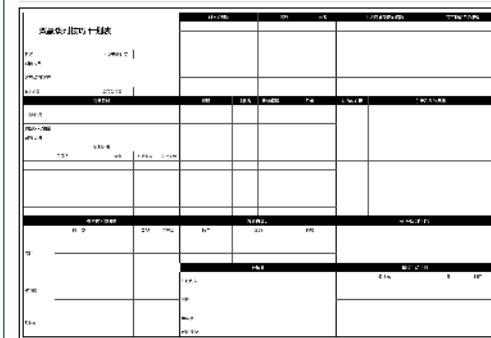
# Win-Win Negotiation Skill

## Background

Negotiation skill is the advanced communication skill. The purpose of the negotiation is to create the result of win-win, to create higher value from both parties. Therefore, the negotiation is not a simple exchange or price-cutting, but a partnership mode to create a set of solution. That means the model is to grow the pie, not split the pie.

Negotiation skill is applied at the moment when the consensus cannot be reached. Because of the nature of the negotiation skill, it can apply to lots of scenarios, including among departments, colleagues, suppliers, even in family.

Preparation is the key factor for the successful negotiation. Hence, it will take almost one day for the first day of the course. The next day will focus on the negotiation skill in action. The preparation starts from the fundamental concept, to give participants the idea what is the decision making process from counterpart in rational and emotional. For the negotiation case, will be selected by participants themselves. That means they can apply what they learned right after the class. There will be a planner for the class to prepare the negotiation.



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## Learning Process

There will have different learning activities for the following topics:

- Fundamental concept of the win-win negotiation
- Preparation before the negotiation
- Opening
- Position and benefit
- Develop the alternative plan together
- Conclusion

## **Benefit of the program**

After the program, the participants will learn:

- Theory and principles of the negotiation
- The process to create win-win negotiation
- To resolve the misunderstanding
- Well prepare for the negotiation
- Avoid the pitfall in the negotiation
- Search for the best alternative
- Principles for the preparation
- Source the stacks for the negotiation
- Psychology of negotiation
- Proper opening to create trust
- Find out the benefit behind the position
- Tactics for the negotiation
- Skill to get commitment

Module	Outline	Time (m)	Activity
Introduction	<ul style="list-style-type: none"> <li>• Opening by host</li> <li>• Ice breaking</li> <li>• Ground rules</li> <li>• Overview of the program</li> <li>• Activity: What is the challenge?</li> </ul>	30	<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Small game</li> <li>• Group discussion</li> </ul>
<b>Module 1</b> Basic Concept	<ul style="list-style-type: none"> <li>• Objective: Overview of the concept of the win-win negotiation</li> <li>• Purpose of the win-win negotiation</li> <li>• Decision process of counterpart</li> <li>• Process to create win-win negotiation</li> <li>• Rumor and pitfall</li> <li>• Activities: <ul style="list-style-type: none"> <li>- What is win-win</li> <li>- What is the negotiation</li> </ul> </li> </ul>	120	<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Demo</li> <li>• Group discussion</li> </ul>
<b>Module 2</b> Preparation	<ul style="list-style-type: none"> <li>• Objective: To prepare the negotiation by the planner</li> <li>• What is the best alternatives</li> <li>• The categories and principles of alternatives</li> <li>• How to develop the plan B</li> <li>• How to find workable standard</li> <li>• Power and stack</li> <li>• How to calculate the value of stack</li> <li>• Activities: <ul style="list-style-type: none"> <li>- Negotiation plan</li> </ul> </li> </ul>	180	<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Demo</li> <li>• Group discussion</li> <li>• Use the negotiation planner</li> <li>• Trio role play</li> </ul>
<b>Module 3</b> Opening	<ul style="list-style-type: none"> <li>• Objective: To create the positive atmosphere for the win-win negotiation</li> <li>• Psychology of negotiation</li> <li>• Draft the opening to create the mutual trust</li> <li>• Develop the agenda together</li> <li>• Activity: Role play</li> </ul>	90	<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Demo</li> <li>• Group discussion</li> <li>• Use the negotiation planner</li> <li>• Trio role play</li> </ul>

<p><b>Module 4</b> Position and Benefit</p>	<ul style="list-style-type: none"> <li>• Objective: Discover the benefit behind the position</li> <li>• Position and benefit</li> <li>• Types of question</li> <li>• Distinguish the position and benefit</li> <li>• Activity: <ul style="list-style-type: none"> <li>- Case study: Mission impossible</li> <li>- Role play</li> </ul> </li> </ul>	180	<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Demo</li> <li>• Group discussion</li> <li>• Use the negotiation planner</li> <li>• Trio role play</li> </ul>
<p><b>Module5</b> Develop the solution</p>	<ul style="list-style-type: none"> <li>• Objective: Negotiation tactics from each party</li> <li>• State the advantage of the solution</li> <li>• Develop the solution together</li> <li>• 10 safe tactics</li> <li>• 20 flexible tactics</li> <li>• Activity: role play</li> </ul>	120	<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Demo</li> <li>• Group discussion</li> <li>• Use the negotiation planner</li> <li>• Trio role play</li> </ul>
<p><b>Module 6</b> Closing</p>	<ul style="list-style-type: none"> <li>• Objective: lead the conclusion for closing</li> <li>• Final assessment</li> <li>• Setup the expectation</li> <li>• Question to win commitment</li> <li>• Activity: role play</li> </ul>	60	<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Demo</li> <li>• Group discussion</li> <li>• Use the negotiation planner</li> <li>• Trio role play</li> </ul>
<p>Break: 15 minutes of session for AM/PM Lunch time: 1 hour</p>			
<p><b>Total Training Time (hour)</b></p>			<p><b>13:00</b></p>