

# Negotiation Skills: Producing Win/Win Outcomes

Nearly every request, decision, and agreement involves negotiation, whether it be with salespeople, buyers, employees, managers, or coworkers. Improve your ability to recognize negotiation situations and confidently employ proven techniques to reach positive, mutually satisfying outcomes in this 1-day program. You will learn strategies and tactics practiced by skilled negotiators and then participate in simulations where you will successfully identify the needs and underlying interests of both parties to achieve a desired result.

## Learning Objectives:

- Implement a process for planning and holding negotiation discussions.
- Learn how to plan and prepare ahead in order to gain confidence during the negotiation discussion.
- Describe the difference between positions, interests, and assumptions and understand their impact on negotiating.
- Identify the impact of listening and questioning skills and nonverbal communication on negotiating.
- Apply and practice negotiation skills.



**CEUs:**  
0.7 (7 hours)

**HRCI Credits:**  
7 HR (General)

**SHRM:**  
7 PDCs

## Learning Options:

- Classroom training
- At your location

## Who Should Attend:

- Supervisors/managers, team leaders, and other professionals.

## Learn. Grow. Succeed.

Delivery options include learning at MRA, at your location, or online.  
Contact MRA to explore how this program may be customized to your unique individual and team training needs.



[www.mranet.org](http://www.mranet.org)

800.488.4845

WISCONSIN  
262.523.9090

MINNESOTA  
763.253.9100

ILLINOIS  
847.963.9860

IOWA/WESTERN ILLINOIS  
309.764.8354



**MRA**  
Where HR Means Business.

# Course Outline

- **Reflect on your own challenges in negotiating and the assumptions that can lead to ineffective negotiations**
- **Understand how to think like a negotiator**
  - ◆ Analyze the different positions and interests present in a negotiation
  - ◆ Involve stakeholders and take actions that build support
- **Practice effective listening skills**
  - ◆ Utilize strategies for anticipating the other side's interests
- **Apply tactics for influencing the other side without being manipulative**
- **Plan and prepare for any negotiation discussion**
- **Practice these concepts in several real-life scenarios, along with one situation of your own**

“ Negotiation Skills was one of the best trainings I’ve attended. It was a very interactive training with multiple forms of teaching (i.e., videos, worksheets, team exercises). The skills taught go beyond what I thought the typical “negotiation” task may be and really apply to day-to-day interactions. The trainer was wonderful—she pushed us and was thoughtful yet commanding in a great way that kept our attention and asked helpful, relevant questions. I highly recommend this class! ”

