



Negotiating Skills for the Workplace

An Online Continuing Education Course for Engineers

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Negotiation Skills For The Workplace



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What You Will Gain from This Course

Professionals in large organizations deal with people-related situations, problems, and opportunities every day. They are the critical link between what the company's executive management wants to do and what the line employees, that critical interface where work gets done, will do.

Participants will learn some very simple, yet powerful, principals about negotiations that are applicable in any situation. Whether you are very confident and assertive or introverted and compliant, these techniques will help you prepare for and conduct negotiations more successfully than you ever have before.

You will also learn how to identify and counter some of the typical 'dirty tricks' that are used in many unethical negotiations. Although we do not guarantee that you will be satisfied with every future negotiation you attempt, we do promise that following our techniques will assure that you have no regrets about the outcomes.

This course will help you negotiate more confidently and effectively:

- Salary packages
- Severance agreements
- Relationships between departments
- Employee accommodations
- Vendor relationships
- Disciplinary actions
- Misconduct allegations
- Disputes between workers

Some skills you will learn include:

- How to prepare for the upcoming negotiation and negotiate more confidently
- How to preserve good will even if you cannot reach agreement
- How to deal effectively with emergency situations where you do not have preparation time

- How to ask questions that help you develop your strategy
- How to stay on track and not get distracted
- How to use outside standards to reduce the potential for conflict
- How recognize and deal with “dirty tricks”
- A variety of ways to close a negotiation and get agreement
- The value of “interests” and the danger of “positions”
- How to define what a successful outcome looks like from your perspective and theirs

When have you had to negotiate with a coworker for something you desired?

How successful (%) was the negotiating process from your standpoint?

Why?

How successful (%) was the negotiating process from your coworker’s standpoint?

Why?

Finally, we hope that you will learn to never use that meaningless clichéd phrase, “A Win-Win” situation. To us, winning is an either/or situation: *you either win or you lose*. Also winning implies that each side shares the same values such as the outcome of the score in a competition. Obviously, if a team is participating, they focus on beating the other side to gain their “win.”

Negotiations are not about winning but about GAINING SATISFACTION with the outcome. And, since the same values may not be shared by both sides, each can emerge SATISFIED with the outcome without feeling the need to “win” in the negotiation.

For example, if I’m willing to pay a little more for something that I need delivered tomorrow, we have a successful situation because my need for the product was satisfied and your need for the sale was satisfied. Since we valued different things (I valued time and you valued the sale), we were able to satisfy each other. There was no “winner” – only satisfied participants.



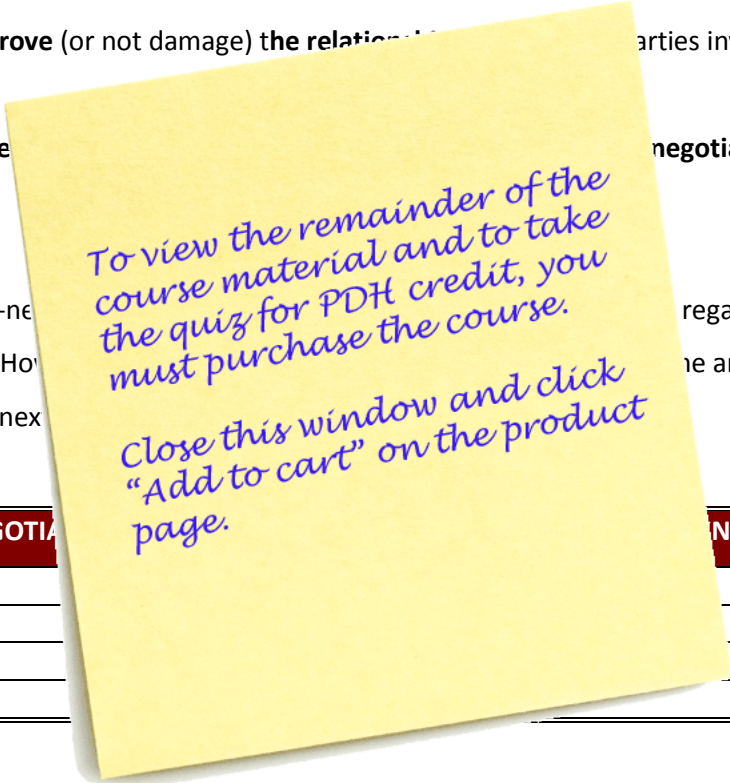
“There is a direct correlation between pre-negotiation knowledge and a successful negotiation outcome!” What do you think is meant by a “successful negotiation outcome” to most people?

What does a “successful negotiation outcome” mean to you?

Here is what it should mean:

1. It should reach a **mutually beneficial agreement** (meets the legitimate interests of both sides to the extent possible, resolves conflicting interests fairly, will last for some time, and takes into account community [workplace, neighborhood, family] interests.)
2. It should be **“efficient”** (able to be implemented with a minimum of “moving parts”, other people or factions, and contingencies on future events)
3. Should **improve** (or not damage) **the relationship** between the parties involved
4. It should create a situation where the parties **negotiate with each other again.**

What are some pre-negotiation factors that you should consider regardless of what you are negotiating about? How do you think you can improve your skills? Take a look at ours on the next slide. Take a moment to think about the answers here, take a



PRE-NEGOTIATION	KNOWLEDGE