



## Tricks of the Trade® for Negotiation

### Course Description

Understanding the negotiation process and creating a plan for all negotiations within a project are the keys to your success as a project manager. Learn to manage negotiations within a team environment, bypass critical deadlocks, interpret non-verbal communication, counter dirty tricks and games, and effectively say "no" with this invaluable 2-day class.

### Course Objectives

Upon completion of this course, students will be able to:

- Understand the negotiation process.
- Better utilize their listening and questioning skills.
- Recognize nonverbal cues within communication.
- Practice using the process of negotiation planning.
- Conduct a post negotiation self-assessment.
- Deal with angry clients and tough negotiators.
- Avoid common negotiation pitfalls.

### Course Outline

#### Communication Skills

- Communication Skills Assessment
- The Consequences of Poor Communication
- Interpersonal Communication Gap

#### Nonverbal Communication

- Characteristics of Nonverbal Communications
- Body Language Gestures

#### Listening and Questioning Skills

- The Difference Between Hearing and Listening
- The Practice of Active Listening
- The Barriers to Effective Listening
- How and When to Actively Listen

#### What is Negotiation?

- Definition of Negotiation
- Elements of Negotiation
- Common Negotiation Situations
- Attitudes Towards Negotiation
- Types of Negotiation
- When to Negotiate
- Cultural Differences in Negotiation

#### Planning a Negotiation

- Negotiation Process
- Negotiation Stages

#### Dealing with the Tough Negotiators

- Three Types of Tough Negotiators
- How to Stay Calm
- Dealing with Anger
- Dealing with Conflict

#### Strategies and Tactics of Negotiation

- Common Strategies and Tactics
- Counter Plays
- Use of Physical Settings
- Time Management
- Team Management

### Duration & Units:

2 Days, 16 PDUs/Contact Hours

### Level of Knowledge



### Audience:

This advanced course is designed for senior managers, project managers and team members to manage negotiations within a team environment, bypass critical deadlocks, interpret non-verbal communication, counter dirty tricks and games, and effectively say "no" with this invaluable 2-day class.

### Course Benefits:

- Gain a better understanding of the negotiation process
- Utilize listening and questioning skills
- Apply negotiation best practices

### Course at-a-Glance:

- 2 Days, 16 PDUs/Contact Hours
- 8 am to 5 pm daily

### Other Recommended Courses:

- Project Estimating: Bullet Proofing Your Project Plan
- Developing High Impact Project Communications
- Eliciting and Modeling Requirements
- Handling Unrealistic Schedules

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continued...



### Course Outline *(continued)*

#### Impasses, Deadlocks and Saying "No"

- Dealing with:
  - Impasse
  - Deadlock
  - Delivering Bad News
- Saying "No" to Management

#### Self-Evaluation

- Negotiator Self-Evaluation

#### Conclusion

- Summary & Review
- Action Plan: Use what you have learned
- Recommended Reading
- Where Do You Go from Here?

#### Course Materials

Students will receive the following materials with the course attendance:

- Tricks of the Trade® for Negotiation Workbook

*\*This course counts as credit towards an RMC Fellow's Certificate™ Program designation.*

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