



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

At the 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

Duration & Units:

2 Days, 12 PDUs/Contact Hours

Level of Knowledge



Beginner

Intermediate

Advanced

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 effectively say "no."

Course Benefits:

- Learn to manage negotiations within a team environment
- Create and execute a realistic schedule
- Bypass critical deadlocks
- Interpret non-verbal communication

Course at-a-Glance:

- 2 Days, 12 PDUs/Contact Hours
- 9 am to 4 pm

Other Recommended Courses:

- Creating a Winning Work Breakdown Structure
- Secrets for Dealing with Difficult Teams
- Project Estimating: How to Bullet Proof Your Project Plan

continued...

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Course Outline *(continued)*

Strategies and Tactics of Negotiation

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

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

Course Materials

Students will receive the following materials with the course attendance:

- Tricks of the Trade® for Negotiation Student Slides
- Tricks of the Trade® for Negotiation Workbook

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

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10953 Bren Road East
Minnetonka, MN 55343
www.rmcproject.com
Phone: 952.846.4484