

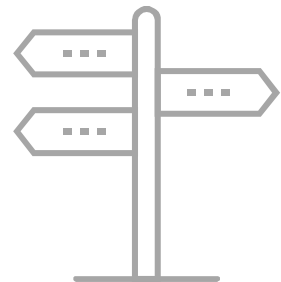
## Negotiation skills for Dow - course agenda

### DAY 1: 7.00 AM - 1.00 PM EST

1. Introduction
2. Great negotiators
  - ▶ Describe great negotiators with verbs (what they do) - exercise in small groups
  - ▶ Discussion of the results
  - ▶ Dealing with difficult negotiations - brief
    - ▶ Preparation, methods, tactics, strategies
    - ▶ Dealing with difficult partners
    - ▶ Dealing with complex negotiation situations
  - ▶ Introduction of the negotiation competency model
3. Introduction to/brief reminder on value creation and claiming
  - ▶ The mechanics of value creation
  - ▶ The mechanics of value claiming
  - ▶ SIMULATION

### BREAK

4. Rationality and irrationality of negotiating
  - ▶ Emotions and emotional intelligence
  - ▶ Psychology and influence
  - ▶ Lies and lie detection
5. Gender differences in negotiation
6. Day 1 - Wrap up



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### DAY 2: 7.00 AM - 1.00 PM EST

1. Value engineering in long-term business relationships
  - ▶ How to create and claim value and build good relationship
  - ▶ Creating trust and building relationships
  - ▶ SIMULATION
2. Dealing with complexity in commercial negotiation
  - ▶ Sources of complexity in negotiation
  - ▶ Dealing with multiple issues
  - ▶ Dealing with impasses and deadlocks
  - ▶ Dealing with difficult people
  - ▶ SIMULATION

### BREAK

3. Negotiating remotely
4. Practical applications of key lessons learned
  - ▶ What are the most important aspects learned during the training?
  - ▶ How can I apply them in my negotiations at Dow?