

Advanced Negotiations - Training for Dow

Course agenda

DAY 1:

MORNING: 3 h 30 min

1. Introduction
2. Meeting expectations
 - ▶ Mindset - the role of perception
 - ▶ Defining the negotiation as... ?
 - ▶ Various approaches to negotiations
 - ▶ Negotiation as a process - introduction to phases

COFFEE BREAK: 10 minutes

3. Case 1 (simulation)
4. Summary of the lessons learnt

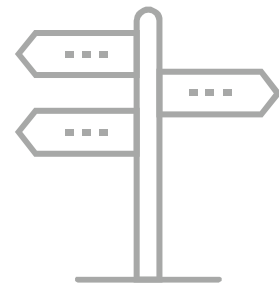
LUNCH: 60 minutes

AFTERNOON: 3 h 30 min

- ▶ Warm-up - scenario
- ▶ Interests, Issues, Stances
- ▶ OFFER - how to present

COFFEE BREAK: 10 Minutes

5. Special communication skills
 - ▶ Asking the right questions
 - ▶ Answering "difficult" questions
6. Case 2 (roleplay)
7. Summary of the lessons learnt



DAY 2:

MORNING: 3 h 30 min

1. Resume of the Day 1
2. DEBATE - how to run it
3. Asking questions & questioning the answers
4. Case 3 (game)
5. Distributive vs Problem Negotiations

COFFEE BREAK: 10 minutes

6. Summary of the lessons learnt
7. FINALIZING - how to close the deal
8. Dangerous concessions

LUNCH: 60 minutes

AFTERNOON: 3 h 30 min

9. Dealing with difficulties:
 - ▶ Difficult people
 - ▶ Difficult situations

COFFEE BREAK: 10 Minutes

10. Gender, culture - differences or similarities
11. Objection handling
12. Negotiating with the monopolist
13. Q&A session
14. Closing the course and wrap-up
15. Home-work