

Training Plan - One Day Program on Negotiation

Topic	Time	Training Methodology	Focus Areas	Activity
Introduction & Expectation Setting	9.30 am - 10.00am	Interaction	<ul style="list-style-type: none"> o Introductions o Setting Expectations 	
Stages of Negotiation	10.00 am - 11.15am	ILT and Activity	<ul style="list-style-type: none"> o 4 Stages of Negotiation o Understanding the negotiation process, the aims of each stage and what they involve 	Activity: Role Play
Tea Break: 11.15 am - 11.30 am				
Skills for Negotiation	11:30am - 12:30 pm	ILT , Activity and Video	<ul style="list-style-type: none"> o Assertiveness o Persuasiveness / Influencing Skills o Conflict Resolution 	Activity: Focus Group Video: Intolerable Cruelty
Preparing to negotiate	12.30pm - 1.00pm	ILT, Activity	<ul style="list-style-type: none"> o Purpose o Desired outcomes for both sides o Profile of people present o Interests and Positions of all parties 	Activity: Role Play
Lunch: 1.00 pm - 1.45 pm				
Preparing to negotiate	1:45 pm - 2:15 pm	ILT, Activity	<ul style="list-style-type: none"> o Purpose o Desired outcomes for both sides o Profile of people present o Interests and Positions of all parties 	Activity: Role Play Video: Erin Brockovich
Win-Win negotiation	2:15 pm to 3:15 pm	ILT and Video	<ul style="list-style-type: none"> o Negotiation Strategy Matrix 	Win Win Negotiation video clip
Tea Break 3:15 pm to 3:30 pm				
Essentials of Negotiation:	3:30 pm to 4: 15	ILT and Activity	<ul style="list-style-type: none"> o Seeing Other Points of View o Building the Relationship o Reading Other People – Verbal and Non-Verbal o Defining Your Negotiation Style o Dealing with Emotions o Playing the 'Game' of Negotiation o What to Do When A Negotiation Breaks Down o Working with Your Own Negotiation 'Rules' and Beliefs o Dealing with Hidden Agendas 	Role Play
Negotiables and Non-Negotiables:	4:15 pm to 4:45 pm	ILT and Video	<ul style="list-style-type: none"> o Knowing Your Bottom Line o Knowing What to Give Away 	Video: Erin Brockovich
Making Decision	4:45 pm to 5:15 pm	ILT and Video	<ul style="list-style-type: none"> o Closing The Deal 	Video: Boiler Room
Wrap Up & Action Planning	5.15 pm - 5.30 pm	Interaction		

