

Dealing with tough negotiations, difficult people

Trainer: Robert Marshall

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Prague Ě Czech Republic

12:15 – 13:00 **Registration**

13:00 - 13:20 **Welcome and introduction**

Objectives - why do negotiations sometimes go wrong?

13:20 – 13:45 **Brown envelope challenge**

A tough, head-to-head negotiation

13:45 – 14:05 **Refreshing the basics**

Three styles of negotiator - identifying difficult people - the “dialogue of the deaf”

14:05-14:35 **Self-assessment: understanding our approach to conflict**

14:35 – 15:00 **Coffee and networking break**

15:00 – 15:45 **Closing deals with the most difficult people**

Ury’s Model - ‘single text’ resolution - empathy versus influence - creating options

15:45 – 16:00 **The arm exercise**

16:00 – 16:30 **The key steps to building trust**

The principles of persuasion - active listening - mirroring

16:30 – 16:45 **Eight nasty negotiation tricks**

And how to deal with them

16:45 – 16:55 **Discussion, summary and key learning points**

16:55 – 17:00 **Hand-outs & evaluation forms**

17:00 **Closure**