

Negotiation Skills

Courses and Coaching

Putting our cards on the table...

True negotiation is where you get what you want, but in the knowledge that the other person is happy with the outcome. Whether you never see them again, or you want a long-term respectful relationship, successful negotiation aims to **balance our own needs with a genuine wish for the other person to be content** and satisfied also.

What the difference is...

Most negotiation models assume that someone will have to compromise. They start by setting out the different aims of those involved. This highlights the distance between the parties and the extent to which they are in opposition. In contrast, our approach focuses for as long as necessary on the *process of creating dialogue, without pre-judging the outcomes*. This brings the parties together, and allows goals to form from common ground. Solutions then emerge quickly and easily, and are likely to be stable and longer-lasting.

Shift rather than compromise...

When we allow space for the process of dialogue, trust builds and the issues become clearer. As they gain a fuller perspective on the whole situation, *people shift their stance naturally*. In place of compromise, a previously 'either-or' situation changes to 'both-and', in which *neither party has given up or given in*. Shifts are never imposed. They arise organically from real and increasing understanding by the parties concerned. Nobody feels they have lost out: everyone has ownership of the outcome.

How this works...

What people 'want' is actually a strategy for meeting needs at a deeper level. When we tune into people's needs, we connect meaningfully with their concerns and engage in *mutually beneficial dialogue*. In this type of negotiation, mutual trust and genuine respect increase and everyone involved feels included and consulted.

When and where to negotiate...

Everyone needs negotiation and we all do it, all the time. From crucial business decisions to everyday chit-chat, we are continually negotiating with those around us. With increasing awareness of our own needs, the needs of the situation / organisation and of others concerned, negotiation becomes *creative and rewarding*, and *effective*.

Course Aims

- To improve negotiating skills in any situation.
- To understand the components of successful negotiation.
- To seek genuinely win-win outcomes, mutually satisfactory to all involved.

The course will increase your ability to:

- Create successful dialogue.
- Build genuine understanding between parties.
- Understand the nature and impact of true connection.
- Distinguish between a compromise and shift.
- Ensure that nobody gives up or gives in.
- Establish inclusion and consultation as the bottom line.
- Seek outcomes at the appropriate moment.
- Create sound strategies for realistic progress.
- Foster trust.
- Promote long-term, respectful relationships.

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It has helped me to approach my negotiations from a win-win perspective, I always look to see what I can offer the other parties within the negotiation process and openly recognise that they have specific needs that should be at least considered if not met within the context of the negotiations. This generally leads to a more open and positive negotiation with those involved.

**Head of Customer Support Operations,
International company.**

Approach and Methods

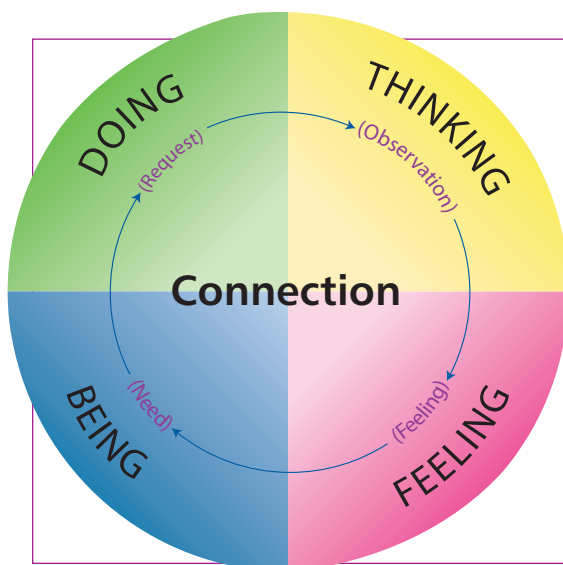
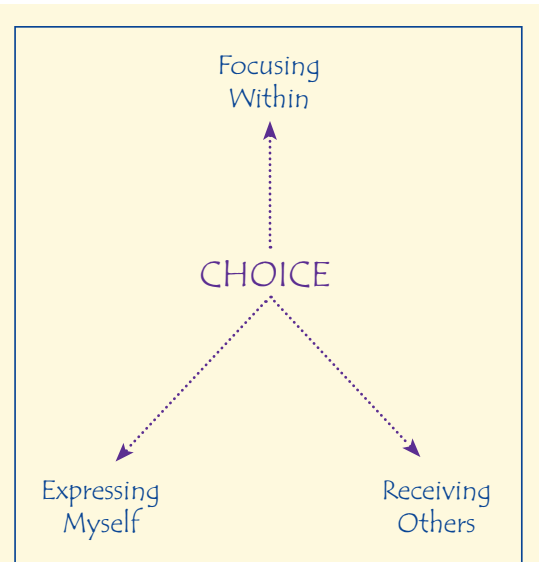
The atmosphere of the course is relaxed and enjoyable, and the learning both stimulating and thought-provoking. Activities include interactive exercises, discussions, personal reflection and small-group role plays. As well as working from a specially tailored course handbook, participants will use examples from their own experience as a means to gain first-hand and embedded understanding of the processes of communication. This means that participants explore issues that are current for them in a supportive environment – a process that can be both challenging and illuminating.

Choice

Negotiation is closely related to how we act and behave. As situations arise, we make choices (often instinctive and instantaneous) about how we interact and engage with others. Increased awareness of these choices leads to better decision-making, more productive meetings, and enhanced ability to meet our outcomes.

Central Model

The central model is an adaptation of *Non-violent Communication™*, a process developed internationally in high-conflict situations for mediation and reconciliation. It is excellent for promoting effective and efficient communication, establishing blame-free working conditions, and resolving difficulties and conflicts when they arise. It also fosters an atmosphere of openness and trust between colleagues, partners and customers which radically increases the quality of working lives, and has a dramatic impact on performance.



Needs-based Negotiation

Successful communication is essential for any enterprise. However, communication is much more than what we say. It encompasses also our thinking, attitudes and emotions, as well as our values, needs, actions and behaviour. The uniqueness of our approach is to encompass all aspects of a person, going beyond the words to a greater understanding of ourselves. On this basis we become increasingly perceptive to the situations and people around us, and better able to make necessary judgements and choices demanded of us in our work. Our ability to listen improves, and we become much more flexible in our attitudes to others, increasingly able to respond with kindness and efficiency, finding our own authentic ways to express ourselves at our best.

Working towards a common solution... reducing stress levels, reducing anxiety around major work areas, [and] understanding the full impact of my behaviours/attitudes on others.

Executive Leader



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