

Negotiation Strategies and Influence Skills

Optimizing financial outcomes and social benefits in business interactions

Designed for:

- General or functional managers at all levels who want to understand negotiation frameworks and develop a personalized negotiation toolbox

Takeaways

The skill set developed is relevant to a broad spectrum of problems faced by managers and incorporates technical and diagnostic tools necessary to become an expert negotiator. Participants will gain a framework for negotiation—a set of concepts integral to preparing, negotiating, and subsequently evaluating the negotiation process and its outcomes. Recognizing your own strengths and weaknesses as a negotiator, you will gain insights into how to identify and transform personal patterns of thinking and behavior that no longer serve your objectives. You will develop confidence in your ability to consistently negotiate beneficial transactions and to resolve disputes.

Learning Experience

This program provides a unique opportunity to develop negotiation skills through personal experiential learning, simulations and interactive debriefings. You will receive immediate personal feedback and develop templates for preparing, negotiating, and assessing strategic decisions. The content is based on scientific research focused on cognitive biases and emotional factors that lead negotiators to deviate from economic models of decision-making.

Program Focus

The Mechanics of Negotiations

Negotiation Theory: including deal making and conflict management. The dynamics of creating and claiming value and the ability to identify and leverage negotiable issues, whether in buyer-seller transactions or less tangible negotiations at the workplace.

Negotiation Process

- Strategic exchange of information
- Adopting an interests, rights, and power approach
- Direct and indirect communication

Influence Tactics

- Effective use of power
- Personal style of persuasion
- Creatively generating and evaluating alternative deal structures

Negotiating in the Context of Social Relationships

- Building trust and long term relationships
- Effective communications; learning to balance listening and asserting
- Managing emotionally charged negotiations; harnessing authentic emotions strategically
- Negotiating with difficult people in competitive settings

Personal Feedback and Goal Setting

- Personal benchmarks on conflict management skills
- Self-assessment of performance in simulated negotiations
- Peer feedback on negotiation style
- One-on-one coaching with respect to long-term goals

Special Topics

- Sometimes a win-win approach is not enough
- Strategic emotions in negotiations
- Negotiating in teams
- Highly competitive negotiations
- Legal and ethical concerns
- Negotiating cross-culturally



“Extremely relevant program—not only to work, but to everyday encounters. Simulations were very effective. Experiential learning made the difference.”

Peter Tchoryk
CEO

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