



Agenda

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Negotiating With Confidence: Mastering the Win-Win Approach

Instructor(s): Vijay Verma

Prework: None

Length: 2 days

CEUs: 1.4/see below for PDU breakdown

Level: Intermediate

Training Topic: Business Skill Enhancement

Subtopics: Resource Management, Negotiation

Training Description:

Negotiating is a fact of life. It is a process through which parties with shared and opposed interests reach agreement. It is one of the most important skills for all project managers in today's global economy. Effective communication and cultural awareness are the keys to win-win negotiations. Often, project managers have little or no formal authority over their stakeholders. Therefore, they must develop and use their negotiating and communicating skills to manage their projects successfully. Communicating involves verbal, nonverbal, written, formal, and informal communications among many stakeholders with diverse interests. A multigenerational work environment is now a reality that poses distinct communication and negotiation challenges in managing project teams. Culture has a significant impact on negotiation strategy. Cultural differences influence methods of negotiating, the negotiating process, and its outcome. Project managers must understand and capitalize on cultural differences to achieve win-win solutions.

In this highly interactive training, you will learn the importance of interpersonal communication and active listening in negotiations, barriers to successful communication and remedial actions, and practical strategies to communicate effectively in different cultures. You will study a cultural orientation model that consists of six critical dimensions and five cultural variables with related orientations to prepare for successful negotiations. You will learn practical strategies to negotiate by focusing on interests—instead of on positions—and generating mutually beneficial options to achieve win-win solutions. You will learn strategies to negotiate effectively with your project stakeholders to meet project objectives and build better working relationships.

Learning Objectives:

Upon completion of this training, learners will be able to:

- Analyze the impact of culture on negotiation and understand the cultural orientation model with six critical dimensions and five cultural variables.
- Identify three common methods, four principles, and seven elements of successful negotiations.
- Analyze negotiating processes and develop strategies to prepare that focus on interests instead of positions to reach win-win negotiations.
- Describe practical guidelines for negotiating and adapting a negotiating style according to people and situations.
- Discuss the dynamics of interpersonal communication, active listening, and barriers to successful communications and remedial actions for effective negotiations.

AGENDA

Day 1 (Before Lunch)

- A. Basic Concepts of Negotiation (Setting the Stage for Mastering Win-Win Negotiations)
 - Definition of negotiation and its importance in project management
 - Four principles of negotiation
 - Three methods
 - Negotiation compass
 - Power and negotiation
 - Ten traits for successful negotiation
- B. Communication and Negotiation
 - Importance of communication
 - Communication process
 - Communication bottlenecks for negotiation

Day 2 (Before Lunch)

- A. Negotiating Process
 - Three-step process for negotiating effectively
 - Understanding types of negotiation (based on negotiation process and outcome)
 - Importance of preparation for negotiating effectively (Prepare, prepare, prepare!)
- B. Guidelines for Successful Negotiating
 - Barriers to effective negotiation and remedial actions
 - Integrative solutions and open communication to achieve win-win solutions
 - Seven elements of negotiation

Day 1 (After Lunch)

- A. Communicating for Successful Negotiation
 - Communication challenges in negotiation
 - Importance of active listening for negotiating effectively
 - Understanding and improving listening behaviors for successful negotiation
- B. Cultural Factors and Negotiation
 - Impact of culture on negotiation
 - Seven main elements of culture
 - Six critical dimensions of culture
 - Five cultural variables with related orientations
 - Capitalizing on cultural differences for win-win solutions

Day 2 (After Lunch)

- A. Negotiating Strategies to Achieve Win-Win Solutions
 - Focusing on interests instead of on positions
 - Win-win negotiation using a problem-solving approach
 - Guidelines for successful negotiation
 - Strategies for win-win negotiation
- B. Summary and Wrap-up
 - Actions plans (What did I learn in this training and how I will use this knowledge at work?)

Professional development units (PDUs) are 1-hour blocks of time spent learning, teaching others, or volunteering. By attending this training, you will be able to achieve the following PDUs as learning hours to apply for PMI certification or to maintain your certification status with PMI. [View](#) how your PDUs align with the PMI Talent Triangle®.

	Technical	Leadership	Strategic	Total
CAPM® / PMP® / PgMP®	0	14	0	14.00
PMI-ACP® / Agile*	0	14	0	14.00
PMI-SP®	0	14	0	14.00
PMI-RMP®	0	14	0	14.00
PfMP®	0	14	0	14.00
PMI-PBA®	0	14	0	14.00

**Please note that the asterisked row above applies to the PMI® Agile Certification Journey and includes DASM™, DASSM™, DAC™, and DAVSC™ certifications.*