

## Managing Difficult Negotiations (Code: MDN)

Evolution-U Executive Negotiation Business Suite

Full Day - Advanced



The Evolution-U Executive Negotiation Business Suite is a focused offer of engaging soft skills trainings, providing usable tools for measurable performance gains praised by our clients

### Course Outline

Based on leading Harvard Business School based research, this insightful one day training deals with the complexities of managing difficult negotiation scenarios, including analysis of the structure of difficult negotiations, managing emotions while maintaining control, and learning techniques to communicate tough ideas without raising defensiveness.

### Learning Objectives

By taking this course, participants will;

- Learn the differences between the interpersonal, tactical and structural challenges of difficult negotiations;
- Develop a framework to identify which type of conversation path a difficult negotiation is taking and how to deal with it to remain in dialogue;
- Understand how to adopt a “Learning Perspective” when negotiating, becoming aware of common difficult negotiation traps that result in poor outcomes, and developing a series of steps for managing such situations and achieve negotiated agreement;
- Learn techniques for leveraging negative emotions that can adversely impact negotiations and to use these emotions to achieve clarity of thought and better deals;
- Develop tools for turning a difficult negotiation conversation into a productive ‘learning’ conversation;
- Discuss approaches to dealing with unethical or manipulative negotiators and understand the options while avoiding the emotional impact of feeling aggrieved or cornered.
- Participate in multiple case studies, role plays and breakout sessions to discuss, apply and debate the principles introduced.

As well as instructor led presentation, this advanced negotiation training includes business focused case studies, group exercises and role play to engage participants. Participants will be expected to actively participate and there is the option of advanced preparation work for clients that prefer role play based on business relevant content particular to their industry.

This course is available in full day modules, for up to 12 people. Additional participants quoted upon request.  
Level: Advanced.

## Course Content

### The Three Conversations of Difficult Negotiations

Research shows that there is an underlying structure present in difficult negotiations, and that the thoughts and feelings, present at these times fall into three categories irrespective of the type of negotiation we are dealing with. Understanding this underlying structure and being aware of the common mistakes we make when falling into each of these three conversation categories is the starting point for being able to maintain control in difficult negotiations.

### Adopting the Learning Perspective

When negotiations are heated, common reactions include arguing, blaming, defensive positioning, inaccurate assumptions, misunderstanding of intent and devaluing the other sides interests. Fortunately, each of these mistaken negotiation paths can be addressed by developing an understanding of the underlying triggers that typically cause each of them. By applying principles which are designed to increase awareness of when the negotiation is going off track and information flow is breaking down, it is possible to retain a learning perspective throughout difficult negotiations thus benefiting from increased information flow from the client and a better understanding of how to construct an acceptable agreement.

### Role Play: Developing Interpersonal Skills

In this role play we split participants into groups of three and role play a pre-prepared scenario whereby they identify three of the skills from the course so far that they want to practise. In each role play, one person will play the role of the lead negotiator, one the client and one the coach who's responsibility it is to direct and give feedback on the lead negotiator's performance in utilising the selected skills.

### Developing Emotional Advantage in Negotiation

The best negotiators achieve great deals for themselves but also leave their opponents believing that they also received a good deal. Such a scenario cannot be achieved without conscious management of the emotional backdrop during deal making. Quoting recent research from Harvard Business School showing that we can regulate the emotional traps of anxiety, anger, disappointment and regret and in the course of doing so, achieve better deals, this section uses case studies to raise awareness of these emotional traps and debate the principles.

### How to Create and Utilise a Learning Conversation

It helps if we pick our battles; sometimes it makes sense to engage in a difficult conversation during negotiation, sometimes it's better not to. Starting with the realization that we cannot change other people, we introduce a structure that allows participants to develop the competencies necessary for identify which difficult conversations to engage in. We discuss the principle of perceptual positions and reference with case studies to generate tools for turning difficult into productive "learning" conversations.

### Dealing with Difficult Tactics

When the other side uses tactics that are at best difficult and at worst unethical or manipulative, and when we cannot easily walk away from the negotiation, we need to understand our options without the emotional impact of feeling aggrieved, cornered or egotistical.

## Who Should Take This Course

Business Owners, Management, Sales, PR & Marketing Executives, Human Resources Executives, any and all Customer-facing Staff, anyone dealing with Sales, Negotiation or Mediation, or needing to influence or persuade people on a regular basis will benefit for learning and mastering the techniques introduced in these courses, with immediate results.

This training course is fully certified by Evolution-U.

For more information & reservations please contact Jessica  
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Sales Effectiveness • Building Trust • Negotiation Theory • Diversity & Inclusion  
Persuasion Psychology • Personality Profiling • Leadership • Teambuilding • Personal Empowerment