

## “Be A Versatile & Professional Negotiator” An Advanced Negotiation Skills Program for Managers



### Introduction

Ever found yourself in a deadlock with unsolved problems being the huge obstacles that prevented you and the other party from moving forward? Ever wonder how you can be more creative to solve those problems standing your way? How will it feel like if you can keep repeating a ‘win-win’ partnership experience with people you work with?

This program is packed with the negotiation toolkit you need to create a positive experience whenever you need to solve problems together with people you work with.

### Program Objectives / Learning Outcome:

At the end of the programme, participants will learn to

- 1) Uncover needs versus wants and use a side-by-side creative problem-solving approach to move towards a win-win direction (suppliers, internal and external customers)
- 2) Manage negotiations, handling multiple issues, attach values to non-monetary interests and deal with third-party interests via a rigorous scenario-based experiential workout.

### Target Audience

Directors; Managers; Technical Professionals and Executives who need to negotiate with different parties in their course of work.

### Program Duration:

2 days for 16 to 20 pax maximum per class (intensive)

### Profile of Program Facilitator & Coach

**Frederick** began his career in corporate sales of high-technology engineering solutions to Fortune 500 customers. Since the year 2000, Frederick has become a [people skills development coach and counselor](#), specialized in the area of interpersonal communications for working professionals.



He graduated with a **PhD in Education (HRD)**, an **MSc degree in International Marketing from the University of Strathclyde**

and a **Master of Accountancy degree from Charles Sturt University in Australia**. He is also a member of the **International Coach Federation and the International Association of Coaches**.

His [consulting work](#) involves diagnosing development areas in inter and intra-workgroups communications, coordination and conflict management processes in clients’ organizations and coming up with measurable and sustainable solution roadmap through personality-task fit profiling, counseling, coaching, training, performance feedback processes and standards consulting.

Frederick has worked with organizations including [Asia Pacific Breweries](#), [Far East Organization](#), [Changi Village Hotel](#), [Marina Mandarin](#), [Energizer Singapore](#), [SAP](#), [Motorola](#), [Infocus](#), [Chartered Semiconductor](#), [Fuji Xerox Singapore](#), [DBS Vickers](#), [BMW Asia Pacific](#), [F&N Coca-Cola](#), [Novartis](#), [GlaxoSmithKline Pharmaceuticals](#), [Roche Diagnostics](#), [Cardinal Health](#), [Makino Asia](#) and [Singapore Food Industries](#).

# “Be A Versatile & Professional Negotiator”

## An Advanced Negotiation Skills Program for Managers

### Program Outline

#### **Module 1: Negotiation Challenges and Preparation**

- 1) Challenges negotiators face
- 2) Personality types, their negotiation styles and needs
- 3) The Harvard Model
- 4) Position, options, precedents & market standards
- 5) The **Lost Dutchman Goldmine** experiential negotiation planning activity

#### **Module 2: Confidence Management & Control**

- 1) Climate control: Time, Place & Mood
- 2) C.L.E.A.R. technique to communicate with the desired impact
- 3) C.R.O.S.S. technique to influence and not tell
- 4) Inter-departmental and external parties (vendors & customers) **MEGA negotiation experiential activity for managers – Part 1**

#### **Module 3: Deadlocks & Concessions Management**

- 1) U.N.I.T.Y. , R.O.L.E. & M.O.V.E. techniques to break deadlocks
- 2) Concession patterns
- 3) Negotiations tactics & counter-tactics applications
- 4) BATNA & negotiation closure management
- 5) Inter-departmental and external parties (vendors & customers) **MEGA negotiation experiential activity for managers – Part 2**

### **Programme Methodology**

We include **humor and colorful stories** from our corporate management career as well as personal life to lighten the mood.

#### **Pre & Post Training Assessments (optional)**

A pre-training assessment is done at the start of the training and a post-training assessment at the end of the workshop

#### **Interactive Workout**

Participants will get to talk about the current challenges that they are facing, what have they done and how did they do it to manage their current challenges via **a variety of energizing activities with intensive and fun interactions!**

Participants will be facilitated to talk about what have worked for them and what didn't and the reasons for it as they have perceived it to be.

They will identify their own situations from case studies developed specifically within their own company context

Break up into smaller teams to brainstorm on solutions and come to a consensus on how they will manage those situations.

The facilitator will give live demonstrations of techniques with a clear process and framework using handy toolkits based on different case scenarios and people of different personality

#### **Closing the Feedback Loop through Engagement (Action Planning & Role-play) Application Practice**

Participants will then put what they have picked up into actions through actual case planning & role-play practices. During the role-play, feedback will be given through self, peer, and facilitator critique

#### **Application of Concepts**

Towards the end of the workshop, participants will be facilitated to develop their own individualized S.M.A.R.T action plan for them to implement learning back at work (OPTIONAL: a copy will be given to the participant's superior and another to the HR)