



INTERNATIONAL TRAINING CONSULTANTS

Develop Externally~Grow Internally



Business Skill Seminars

Negotiation



GLOBALINX CORP

International Training Consultants Since 1968

Developing High Potential People for Global Business



Training Objectives

The overall objective of this seminar is to ensure that all participants can prepare and conduct business negotiations in English.

Process, Techniques, and Benefits

The seminar introduces presentation methods, techniques, and processes, as well as English language for effective business presentations.

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| Pre-Negotiation Planning | • Goals and Key Issues | Focus the negotiation on finding win-win agreements for the key issues. |
| | • Position and Interests | Recognizing the difference between positions and interests is often the key to finding mutually acceptable agreements. |
| | • Options and Proposals | Creating mutually acceptable solutions to differences benefits all parties. |
| | • Contingency Planning | Negotiators understand the bottom line and their best alternative to a negotiated agreement. |
| | • Strategy and Tactics | Determining the right strategy for each negotiation means that the right tactics are used to create the right environment. |
| Conducting the Negotiation | • Opening Statement | A clear opening statement helps set the right tone, avoid misunderstandings, and focus the meeting on the key issues. |
| | • Positions and Interests | Identifying real interests avoids positional negotiating and results in better agreements. |
| | • Discuss Options | Discussing proposals assertively avoids unnecessary concessions and promotes mutual respect and understanding. |
| | • Confirm Agreements | Clearly documented agreements avoids misunderstandings and supports smooth implementation. |
| Implementing Agreements | • Home Office Approval | Mutual respect for different process helps smooth implementation. |
| | • Drafting Contracts | The right contract drafted by the right person saves money and time. |
| | • Follow-up Communication | Develop good working relationships through better communication. |



Training Theory

This basic negotiation seminar introduces the three phases of business negotiation. Participants learn how to analyze business situations, plan and conduct business negotiation meetings, and issues related to implementing agreements. Participants apply and develop their negotiation skills through case-study analysis and role-play. Participants receive critical analysis of their negotiation style, strengths, weaknesses, and overall ability from their peers and trainer.

Phase One: Pre-Negotiation Planning

- **GOALS AND KEY ISSUES:** Participants learn how to consider each party's situation and identify ideal outcomes and win-win negotiation goals.
- **POSITIONS AND INTERESTS:** Participants identify key issues that need to be discussed to reach an agreement. For every key issue identified, they must set a clear position and recognize their true interests or needs.
- **OPTIONS AND PROPOSALS:** Recognizing differences and creating solutions is an essential skill for negotiators. Participants learn several techniques to create solutions that can satisfy interests of each party.
- **CONTINGENCY PLANNING:** Consider alternatives and actions that can be taken if the negotiation fails is necessary to strengthen negotiation positions and deal with unexpected situations. Participants learn how to do this and how to use alternatives to break through deadlock situations.
- **STRATEGY AND TACTICS:** Participants learn how to determine the appropriate strategy based on analysis, outcome and relationships, and prepare necessary tactics to support their strategy.

Phase Two: Conducting the Negotiation

- **STAGE ONE - OPENING STATEMENT:** Participants learn how to prepare an effective opening statement to clarify the objectives, background, and expected outcome for the meeting. Participants also learn how to listen to their counterpart's opening statement and techniques to deal with difficult situations.
- **STAGE TWO - POSITIONS AND INTERESTS:** Determining the counterpart's real interests is one of the keys to successful negotiation. Participants learn effective communication techniques to get behind their counterpart's position and identify real interests.
- **STAGE THREE - DISCUSS OPTIONS:** Participants learn assertive communication skills to help them present options persuasively and persuade their counterparts to accept proposals. Participants also learn many techniques for breaking through deadlocks and dealing with difficult situations.
- **STAGE FOUR - CONFIRM AGREEMENTS:** Participants learn useful expression and techniques to record agreements in writing, using either the minutes of the meeting or a statement of understanding.

Phase Three: Implementing Agreements

- **HOME OFFICE APPROVAL:** The importance of company headquarter approval and recognizing the different negotiation processes and procedures to ratify agreements, helps participants to understand and deal some of the common problems when implementing agreements.
- **DRAFTING CONTRACTS:** Participants learn the advantages and disadvantages of drafting contracts and some useful hints to deal with the issue of what kind of contract should be made and who should draft it.
- **FOLLOW-UP COMMUNICATION:** Good communication essential for the smooth implementation of agreements. Participants learn how to set-up a good communication channel and information that needs to be exchanged.



Training & Study Flow

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|------------------|--------------------------------|---|
| Before | Prepare | <ul style="list-style-type: none"> • Pre-study material is provided for each participant. • Each learner studies at a time, place, and pace suitable for them, using bilingual workbooks. |
| | Pre-Assignment | <ul style="list-style-type: none"> • Learners e-mail their negotiation case study analysis directly to the instructor for preliminary assessment and feedback. |
| Classroom | Interactive Lecture | <ul style="list-style-type: none"> • Learners receive multimedia classroom instruction, delivered at a pace that is comfortable, yet challenging, for them. • Questions are answered immediately by qualified trainers. |
| | Exercises | <ul style="list-style-type: none"> • Topics are broken down into manageable learning points which are made familiar through short practice exercises. |
| | Feedback | <ul style="list-style-type: none"> • Learners get instant feedback from instructors and fellow students. |
| | Workshops | <ul style="list-style-type: none"> • Learners assemble skill sets in preparation for analyzing business negotiation case studies. |
| | Negotiations | <ul style="list-style-type: none"> • Learners conduct negotiations in a controlled environment. • Practice communication skills and negotiation techniques. • Negotiation meetings are recorded on video. |
| | Observation | <ul style="list-style-type: none"> • Learners Observe and learn from each other. • Student observers are given evaluation checklists to assess and guide their feedback for each negotiator. |
| | Feedback | <ul style="list-style-type: none"> • Student Observers provide immediate feedback. • Instructors facilitate a group de-briefing and feedback session. • Instructor feedback is recorded on video for action planning. |
| | Video Review & Self Evaluation | <ul style="list-style-type: none"> • Learners watch the video recording of their negotiation meetings and evaluate them against a checklist of targets. |
| | Repeat Process | <ul style="list-style-type: none"> • The seminar contains 3 interactive lectures, focussing on key learning areas. |
| | After | Action Plans |
| Follow-up | | <ul style="list-style-type: none"> • Follow-up study and review materials are provided. • An online graduates forum is available for peer consultation. • Performance improvements are measured using peer review, and instructors critique. • Recommendations are made for further study and practice. |



Schedule

| Day 1 | |
|-----------|---|
| AM | Seminar Introduction and Overview Lecture 1 - Pre-Negotiation Planning <ul style="list-style-type: none">Analyzing Business SituationCase Study Practice Lecture 2 - Conducting the negotiation <ul style="list-style-type: none">Four-Stage ProcessCommunication SkillsNegotiation Techniques |
| PM | Lecture 3 – Implementing Agreements Workshop <ul style="list-style-type: none">Analyze Case Study Role-Play Exercises <ul style="list-style-type: none">Role-Play Case Study Workshop <ul style="list-style-type: none">Prepare Negotiation Role-Plays |
| Day 2 | |
| AM | Negotiation Role-Plays Stage One and Two <ul style="list-style-type: none">Opening Statement and Position and InterestsPeer and Instructor's Comments and CritiqueVideo Recording Workshop <ul style="list-style-type: none">Negotiation Self-Evaluation and ReviewNegotiation Analysis Workshop |
| PM | Negotiation Role-Plays Stage Three and Four <ul style="list-style-type: none">Discuss Options and Confirm AgreementsPeer and Instructor's Comments and CritiqueVideo Recording Workshop <ul style="list-style-type: none">Negotiation Self-Evaluation and Review Seminar Review: Lessons Learned |



Target Participants

This seminar is designed to be beneficial for employees working in international business environments, especially; sales and support service personnel, account managers, and purchasing staff, etc.

This seminar is a prerequisite for the Project Negotiation and Contract Negotiation seminars

Since the training is designed for people working in international business environments, the classroom training and negotiation role-Plays will be conducted in English. As a result, a minimum TOEIC score of 600 is recommended.

The optimum class size is 4 - 8 people.

Classroom Materials

All of GLOBALINX training material is developed 100% in-house. We adapt the latest, most up-to-date technology, research, and theories to suit our clients specific business needs and training objectives. Participants are encouraged to use presentations that are directly related to their business or workplace.

GLOBALINX workbooks are written in both English and Japanese and use graphics wherever possible to illustrate techniques, methods, or procedures. Lectures are accompanied by Powerpoint presentations.

Trainers

GLOBALINX business communication skill seminars are designed and facilitated by experienced international business professionals.

Cost

Trainer: ¥ 300,000/Trainer/Day, plus travel and accommodations

Material: ¥12,500/Person

Contact

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GLOBALINX CORP has been providing corporate training services for global businesses and government agencies since 1968.

Training programs and seminars are designed to develop and improve communication and management skills for people working in international environments.

We aim to fully prepare employees to effectively work in global organizations anywhere in the world.

Our training services are continually developed and improved to ensure the highest possible standards of training and support materials.

