



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

• Interpersonal Skills—

Displays a consistent ability to build solid relationships of trust and respect inside and outside of the organization.

• Adaptability—

Open-minded to new ideas. Demonstrates flexibility when faced with changes in work expectations and environment. Responds to situations while maintaining a positive attitude.

• Results Oriented—

Passionate about winning. Dedicated to achieving all-win solutions to situations.

RELATED COMPETENCY CATEGORIES:

• Professionalism—

Projects an image of maturity and integrity that creates credibility.

• Creative Thinking—

Innovative. Incorporates existing ideas and new ideas in a unique approach to resolve issues and capitalize on opportunities.

Negotiations: A Human Relations Approach

SUMMARY

Regardless of the position you hold in your organization, your work day is a series of negotiations. The ability to use all-win negotiation skills can make all the difference in your negotiating success and is essential to influencing people and facilitating constructive, positive relationships.

CONTEXT

The dynamic nature of professional relationships today requires you to be at your best in assuring you give, and receive, value in every interaction. Such ability is not left to chance. Rather, it is critical that you professionally approach your responsibilities in such a way as to achieve a mutually beneficial outcome that can prepare everyone for long-term success.

This module reviews the all-win negotiation model and looks at how you fare as a negotiator. Using qualities of a successful negotiator, four stages of negotiation, and specific negotiation approaches, you will plan for an upcoming negotiation situation.

At the completion of this module, participants will be able to:

- Assess their negotiation skills
- Identify qualities of successful negotiators
- Generate all-win outcomes through planning and preparation
- Apply negotiation approaches to achieve mutually beneficial results

“People are different in fundamental ways. They want different things; they have different motives, purposes, aims, values, needs, drives, impulses, urges. Nothing is more fundamental than that.”

—David Keirse