



# Win-Win Negotiation

2 Days

Understand the process, strategies and players to produce favourable negotiated outcomes

Negotiating is part of the daily routine for professionals at all levels. It can bring its share of frustration when negotiation skills have not been mastered. The ability to negotiate makes all the difference in the results achieved, both internally and externally to the organization.

## HOW YOU WILL BENEFIT

In this 2-day workshop you'll learn how to recognize and deal with the different negotiation styles.

After the workshop, you will be able to:

1. Negotiate from a more informed position.
2. Practise active listening to demonstrate your understanding of the position of others.
3. Adapt your negotiation style to suit the situation.
4. Handle conflicts, disagreements, and emotional situations.

## WORKSHOP DESCRIPTION

### Negotiation Process

- The 8 stages to succeed
- Five approaches, from lose/lose to win/win
- The four forces used in negotiation

### Negotiation Styles Self Assessment

- The five negotiation styles
- Identify your dominant style and how to use it
- How adapting to other styles can advance a negotiated agreement

### Negotiating to Four Personality Types

- Learn the 21 tactics and objections used by negotiators and strategies to address them

### Communication Skills

- How to listen and respond in a helpful manner
- Three phases to effective communication
- Employ active listening skills
- Perception and senses
- Grasp the importance of the environment
- Five skills required to deal with tough negotiators
- Your action plan

*The session is very interactive and dynamic. Role-playing and case studies are built in to develop the participant's skills quickly. The handout is user friendly and acts as a tool for refreshing your knowledge and skills.*

## BUILD YOUR COMPETENCY IN

- Negotiating and influencing skills
- Listening and presenting accurate information
- Adapting and connecting with others

## ATTEND THIS WORKSHOP IF YOU...

- Manage teams, supervise others, or lead projects
- Represent stakeholders and act on their behalf
- Serve customers or are in sales
- Want to be better prepared to deal with tough negotiators

## HOW TO REGISTER

To register, call **(613) 727-7729**  
Or email [act@algonquincollege.com](mailto:act@algonquincollege.com)

**Dates: October 22, 23, 2009**  
**December 1, 2, 2009**  
**February 11, 12, 2010**  
8:30 a.m. to 4:00 p.m.

**Fee: \$675** (plus GST) for 2-day program

**Location:** 340 Albert Street, 11<sup>th</sup> Floor  
Constitution Square, Ottawa

*Check-in, coffee and muffins start at 8:00 a.m.*

*Afternoon refreshment provided.*

*Participants receive an Algonquin College Statement of Achievement. Group size is limited to 20.*

*On-site delivery of this workshop is available.*

## BERNARD HUDON

Bernard, bilingual, brings 18 years of management experience from the private and public sectors. He has served as Director for non-profit organizations in the training and development area; and he has taught in Business Management programs at the college level.

Bernard is an accredited Emotional Intelligence Certified Coach, MBTI® Qualified and has his degree in Business Administration. He uses the latest multimedia tool, has a creative approach to adult learning, and applies his dynamic style and sense of humour to enhance skills development.

In a nutshell, Bernard's teaching focus is on essential skills development. His workshops include such topics as Visionary Leadership, Harvesting Corporate Knowledge, Empowering Gen-X & Gen-Y, Delivering Successful Projects, Developing Team Effectiveness, Embracing Change, Essential Skills for First Time Managers, Influencing, Assertive Communication, and Win-Win Negotiation, to name a few.