CBE II ~ NEGOTIATION SKILLS FOR SENIOR CONSULTANTS

Negotiating Normal and Difficult Project Issues with Customers

PURPOSE: The purpose of CBE II is to provide senior, experienced consultants with the ability to use stronger influence and negotiating skills when dealing with a wide-range of project changes. The training shows how to negotiate new customer expectations, changes in specifications and scope, budget changes, and problems with people and project teams. The program trains senior professionals to use influence in situations where they have no direct authority but must create win-win outcomes by effectively negotiating with people.

LEARNING OUTCOMES: As a result of attending CBE II participants will be able to:

- Use three different influence strategies when negotiating.
- Use planning tools when preparing to negotiate with clients.
- Apply five negotiation styles and skills to be more effective during difficult negotiations.
- Negotiate project scope, resistance, and client expectations with greater confidence.
- Develop a personal plan to negotiate a current client issue or problem more effectively.

LENGTH: Day one: 08:30 – 17:30; day two: 08:30 – 17:00

BENEFITS: A stimulating use of practice and application exercises, feedback, and discussion of real-life participants' consulting challenges. Participants develop strategies for dealing with their own work situations.

PROGRAM OUTLINE

DAY 1	DAY 2
08:30 **OVERVIEW AND EXPECTATIONS** • Program objectives and agenda • Business context in contemporary organizations 09:00 **BUSINESS CONSULTING COMPLEXITY** • Negotiation requirements of the senior consultants • Definition, process, and principles of negotiating	08:30 **REVIEW/PREVIEW** 08:35 Complete the ISQ profile - Style climate 09:00 **NEGOTIATING SIMULATION SKILLS PRACTICE** • Application using influence style, tactics and GAINS process
10:30 **BREAK**	11:00 **BREAK**
10:45 **NEGOTIATING PLANNING** • The PIE planning process for consultants • Four planning tools	11:15 **NEGOTIATING PRACTICE PART II** • Effective use of negotiating plan and skills • Improving the rational and emotional factors in negotiating
12:00 **LUNCH**	12:00 **LUNCH**
1:00 **INFLUENCE SKILLS IN NEGOTIATIONS** • Defining when consultants use their influence • Five styles of influence behavior • Application II: Exploring the influence styles	1:00 **STRATEGIES & TACTICS** • Sources of personal influence and power when negotiating • Commonly used hard tactics • Example of using and countering tactics in negotiating
2:45 **BREAK**	3:15 **BREAK**
3:00 **NEGOTIATING RESISTANCE** • Identifying customer resistance • Using emotional intelligence with resistance • Application III: overcoming customer resistance	3:30 **SUMMARY CBE II** • Personal application planning • Commitments and personal application • Summary of CBE II
5:30 **END**	5:00 **END**
EVENING ASSIGNMENT: Complete: *Complete ISQ*	

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