








# NEGOTIATION SKILLS

Conflicts and the correct handling of them should be part of everyday life in a company. Properly handled, they release energy that promotes rather than hinders teamwork..



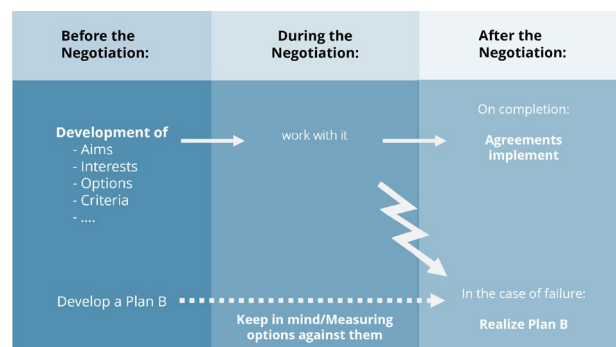
## FACTS

-  **LANGUAGE**  
German  
English
-  **COURSE TYPE**  
Presence Training  
Online Training  
Blended Learning  
E-Learning
-  **REQUIREMENTS**  
None
-  **AVAILABLE**  
Inhouse  
Individual (Blended and E-Learning)
-  **CONTACT**  
+43 1 533 44 77  
[office@coverdale.at](mailto:office@coverdale.at)  
[www.coverdale.at](http://www.coverdale.at)
-  **FACTSHEET ONLINE**  


## TRAINING DESCRIPTION

It is important to recognise conflicts in rather early, to deal with them promptly and to negotiate solutions to the problem. This training is aimed at beginners in conflict resolution. They learn to recognise conflicts, analyse them correctly, assess them and work on them in such a way that all sides can live with the negotiated solution.

### BATNA – DER PLAN B



The best alternative to a negotiated agreement describes what I have or do if the negotiation fails. If I have several alternatives, the BATNA describes the best of these options. The abbreviation of-ten used for this is Plan B.

## CONTENTS AT A GLANCE

### FUNDAMENTALS

- Consensus or compromise
- Case work

### POSITIONAL NEGOTIATION

- "Haggle, but do it right"
- When does positional negotiation make sense, and what do I have to pay attention to?

### PROCEED IN A STRUCTURED WAY

- A systematic approach

### INTEREST-BASED NEGOTIATING

- The Harvard Concept
- The best alternative to a negotiated agreement - Plan B
- Example - salary negotiation
- Systematic approach to the negotiation
- Negotiating Arena

### NEGOTIATION STRATEGIES AND TACTICS

- Negotiation strategies
- Emotions and how to resolve stalemate situations
- Negotiation tricks
- Analysis of your own case

