

*In today's world, and especially considering the current hardships, virtual training is rapidly becoming the go-to learning delivery method for businesses that want to stay productive and competitive. Virtual training is a very effective way to keep your training momentum going and ensure that you continue to build a robust and dedicated workforce that gets things done under ANY circumstances!*

*By continuing to offer relevant training to desk-bound and home-based staff, employees will be better equipped to handle the nuances of building critical communication skills in a virtual world. Whether you are working with direct reports, colleagues, managers, clients, or suppliers, we are all in this together and have the ability to adapt in a world that advocates social distancing.*

## **What is the purpose of the Virtual Program?**

*Price. Priorities. Schedules. Resource allocation... Many everyday decisions are subject to negotiation. Yet for most people, negotiation is not easy. Natural-born negotiators are rare and few people consciously develop a consistently effective approach to negotiation on their own. This deficit in negotiation skills leads to personal frustration, as well as incalculable losses in opportunity, efficiency, and productivity. Negotiation Strategy and Tactics provides a proven negotiating process and corresponding skills that anyone can apply to consistently achieve definitive agreements, strengthen work relationships, avoid nonproductive conflicts, and make more efficient use of that most precious of resources...time. After all, Negotiation is not a competition! Rather, it should be the start of a valuable relationship where both people feel they received something of value.*

## **Why NEGOTIATION matters...**

*The Negotiation Strategy and Tactics Virtual Program will enable you to:*

- Enter negotiations with confidence and a strong sense of purpose
- Avoid unnecessary, nonproductive conflicts
- Build sustained mutual trust with negotiating partners
- Clearly prioritize negotiating objectives
- Improve cross-functional, supplier and client relationships
- Become more effective team members/team leaders

## **Who is the Virtual Program for?**

*The Negotiation Strategy and Tactics Virtual Program is for:*

- Leaders who negotiate high-profile agreements
- Sales people who need to manage the process of a negotiation
- Procurement professionals who manage relationships with vendors and clients
- Team leaders who need to negotiate for resources and priorities with individuals outside of their direct authority
- Anyone who needs to reach agreements that achieve business objectives while maintaining positive, long-term relationships

## **What is in the Virtual Program?**

*The Negotiation Strategy and Tactics Virtual Program helps negotiators to see the big picture of each negotiation and enables them to always think a step or two ahead, developing practical plans as they proceed through the following four main Negotiating Stages:*

### **PRELIMINARY STAGE**

*The objective of the Preliminary Stage is to create a positive climate for negotiation. The parties state their values, their preferences for dealing with others, how they want to be treated, and what they would consider an ideal outcome. They set a negotiating agenda and agree on ground rules.*

### **OPENING STAGE**

*The parties state their opening positions or, settlement expectations if trust is high. The parties then clarify one another's positions and test or probe for firmness and flexibility.*

### **EXPLORING STAGE**

*The parties explore underlying needs and test the value of alternative currencies that can be exchanged to fill the gap and reach a negotiated agreement.*

### **CLOSING STAGE**

*The parties structure their agreement by matching alternative currencies to needs until one or both parties are willing to settle for less, or give more, of the prime currency. They then move to "contracting": confirming their understanding, recording the agreement, and planning the actions required to ensure that the agreement will be effectively finalized and implemented.*



Be where business is headed

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## How is the Virtual Program managed logistically?

*The program logistics are managed using an online Landing Page. This page gives participants access to the pre-program assignment, classroom materials, link to the virtual classroom, as well as homework assignments. To optimize the learning environment, we employ one lead trainer and additional coaches that assist in the virtual break-out room practice sessions.*

## How is the Virtual Program designed?

*The Negotiation Strategy and Tactics Virtual Program can be customized in terms of length and content, depending upon the needs of the participants. Attached is a sample agenda for a 9.5-hour program spread over three days.*

*Participants in the Negotiation Strategy and Tactics Virtual Program explore their own negotiating styles, learn to analyze negotiating situations, and shape their negotiating strategy and tactics to each negotiation they enter.*

## SELF-ASSESSMENT

*The Negotiation Skills Inventory self-assessment tool provides participants with baseline data on their performance of critical negotiation tasks. Participants use a negotiation model to determine their typical response to disagreements, their understanding of negotiation, their strengths and shortcomings as negotiators, and their personal goals for the program.*

## NEEDS/CURRENCY ANALYSIS

*Participants examine the underlying needs which drive negotiations. They learn how to identify the prime currency of exchange in a given negotiation, as well as to recognize the value of alternative currencies. Simulations provide opportunities to practice planning for negotiation and interactive skills.*

## TACTICAL ANALYSIS

*Participants learn tactics for carrying out each of the critical tasks of a negotiation. They formulate a General Tactical Orientation that helps them select tactics appropriate to any negotiation. Flexibility is stressed. Participants learn to use a range of tactics and to modify their approach as they go.*

## APPLICATION PLANNING

*Participants plan and rehearse an actual negotiation that awaits them back at work so that they can put the concepts and skills from the program to immediate use.*

## How is the Virtual Program delivered?

*The Negotiation Strategy and Tactics Virtual Program can be customized in terms of length and content, depending upon the needs of the participants.*

*SMS has been delivering our virtual Negotiation Strategy and Tactics Program for several years as we continue our rich 40+ year history of offering experiential training that allows for maximum impact...even in a virtual world!*