



## DIFFICULT NEGOTIATION

### WHAT THE 2-DAY\* ADVANCED SEMINAR IS ABOUT:

#### Conducting "difficult" negotiations successfully

The aim of *proper negotiation* is to

- to reach an agreement based on the interests of **both**

negotiating partners.

But how can we negotiate *properly*?

- if this approach is not possible with the negotiating partner or
- *when dishonest tactics,*
- *unfair strategies* and
- *personal attacks determine the negotiation?*

Difficult negotiations are often characterized by the fact that you have to address topics that **associated** with **unpleasant feelings such as uncertainty or embarrassment** and are therefore described as "difficult".

How can the "strategy of appropriate negotiation" be applied in such a way that it

- *Affective or personal questions*
- *and factual or rational questions*

*equally?*

How can these conversations *be made less stressful and more productive*, even though they deal with *difficult topics* that *highly* charged with *emotion*?

**\*Format: individual preliminary talks by telephone, 2-day seminar, possibly 1-day follow-up**



## **DIFFICULT NEGOTIATION**

### **GOALS**

- **Moving from confrontation to cooperation**
- **Learning to understand the barriers that stand in the way of a joint solution to the problem**
- **Practicing the 5 stages of negotiation for difficult cases**
- **Identify and neutralize unfair tactics**
- **Preparing for difficult negotiations**
- **The participants' negotiation cases**

**The prerequisite for participation is attendance at the basic seminar  
"Negotiate properly and efficiently"**



## **CONTENTS**

- **In this seminar you will learn how to disarm tough negotiators**
- **define and change the rules of the game**
- **Overcome blockages in difficult situations**
- **avoid premature termination of the hearing**
- **prepare for negotiations in a structured manner, even under great time pressure**
- **neutralize personal attacks and threats**
- **negotiate with people who have significantly more power than you do**
- **Use your own power in the negotiation**
- **make the opponent your partner**
- **express your own strong feelings without destroying the relationship**
- **Dealing with aggressive and abusive people whose strategy is based on denial**
- **communicate difficult and unpleasant decisions efficiently**
- **overcome verbal and non-verbal communication barriers**
- **Recognize the difference between empathic listening and consent**



### **Target group**

Employees with broad and deep operational negotiation experience who want to train their negotiation skills in very challenging situations and recognize the individual characteristics of their negotiation style and use them in a targeted manner.

Prerequisite is participation in the basic seminar "Professional and efficient negotiation"

**Min. 6, max. 8 participants per training course**

### **Time frame**

Individual preliminary discussions by telephone (experiences, expectations, own cases for the training), 2-day seminar (highly interactive, role plays, own cases, feedback),

If necessary, 1 day follow-up (check of implementation, own cases, if necessary individual negotiation coaching, approx. 2-3 months after the training)

### **Language**

German, English, French

### **Investment**

Daily fee EURO 4,200 - 4,900 (+ VAT), depending on the number of participants, the complexity of your own cases, the time for individual negotiation coaching, the contents of the framework agreement with the client, etc.

### **Provider**

Dr. Thomas Oehler, Genius Coaching & Training GmbH, [www.genius-coaching-training.com](http://www.genius-coaching-training.com)

### **Organization**

Genius Coaching & Training GmbH

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