

**Negotiation in a Virtual World**

**Course Number:** ITL-128  
**Duration:** 1 day

**Overview**

This Negotiation in a Virtual World training course is designed to provide the knowledge, skills, tips, and tricks needed to successfully negotiate, both in-person and working virtually to meet desired business and career objectives.

**Note:** A condensed version of this class can be delivered as a two-hour, engaging seminar upon request.

**Prerequisites**

No prior experience is presumed.

**Materials**

All attendees receive comprehensive courseware covering all topics in the course.

**Software Needed on Each Student PC**

For in-person deliveries, attendees do not need computers for this course. We will provide full classroom setup instructions that will include seating in small groups, with supplies such as flipcharts, sticky notes, markers, and pens for the attendees and a projector and Internet connection for the instructor's laptop.

Online deliveries for this interactive training will use an online meeting platform (such as Zoom, WebEx, GoTo, or Teams) to have face-to-face contact online, including use of breakout rooms for group activities.

**Objectives**

* Understanding and use key negotiation strategies and tactics
* Strategically define which negotiation approach and style to use based the players and circumstances
* Properly prepare for upcoming negotiations
* Defend themselves against people who use unethical negotiation tactics

**Outline**

* Purpose of Negotiation
  + What Is negotiation?
  + Negotiation at work and home
  + Why people hate to negotiate
  + Overcoming dislike of negotiation
  + Finding your own style
* Needed Negotiation Environment
  + Conditions needed for successful negotiation
  + Willingness to negotiate
  + Ability to negotiate
* Negotiation Styles
  + Avoidance
  + Accommodating
  + Assertive
  + Aggressive
* Negotiation Approaches
  + Win-Win, Win-Lose, Lose-Win
  + Distributive vs. Integrative negotiation
  + Interest centric
  + Competitive vs. Cooperative
  + Influence-based negotiation
* Negotiation concepts
  + Needs vs. Wants
  + Power of the parking lot
  + BATNA
  + ZOPA
* Negotiation Preparations
  + Value of preparation
  + Ways to properly prepare for your next negotiation
* Negotiation Strategies
  + Ready-to-use negotiation strategies
  + Common mistakes to avoid
* Dealing with Difficult Tactics
  + Tough negotiation tactics and how to defend against them
* Building Your Negotiations Skill Set