

THE NEGOTIATORS COMPASS

Negotiating and Influencing
Tools for Merchandisers



LEARNING CURVE SOLUTIONS



THE NEGOTIATORS COMPASS

Guiding the direction of Principled Negotiators

“Like it or not, you are a negotiator” *

We all negotiate everyday and in business, there is no more critical skill required today, than negotiation. Being a proficient and skilful negotiator is an essential tool in any employees kit.

The Negotiators Compass provides directional support to operational teams through training and consultation. Face-to-face training is key to developing necessary negotiation skills, however the success of our program lies in the project partnerships developed with our clients.

Most clients prefer us to tailor our standard Negotiators Compass training program to align with company policy, language and behaviours. In truth, this is our preference too. Proficient negotiation begins and ends with behaviours, and behaviours cannot be affected in a single two-day program.

Working with management teams, our methodology is to review current operations, present findings and design a suitable, sustainable program for one or all levels of negotiators.

The directional pull behind the Negotiators Compass is based on the Harvard Method of Five Negotiation Principles. This method of *principled negotiation* developed at the Harvard Negotiation Project decides issues on their merits rather than through a haggling process focused on what each side says it will and won't do. It is a straight-forward applicable approach for reaching mutually satisfying agreements.

* Fisher & Ury, 'Getting to Yes', 2011



PRINCIPLED NEGOTIATION

Disentangle people from the problem

Focus on interests, not positions

Work together to find fair options

Negotiate successfully with anybody at any level



Harvard Method

The Negotiators Compass

based on Harvard Five Principles of Negotiation

START—RESEARCH—ANALYSIS—DESIGN—SOLUTIONS



NEGOTIATOR JOURNEY MAPPING

Investigate the journey Merchandisers take from pre-Negotiation to Deal

STAKEHOLDER CONSULT

Interviews with those people influencing negotiation outcomes, including suppliers

OBSERVATION

Examine current negotiation environment, communication, language, timing, process

EXPERIENCES | CASES

Gather current client/industry case studies and past learnings for workshop use

Stage One Research is vitally important in developing a sustainable program for our clients. We work alongside stakeholders to understand even the smallest details of the end to end negotiation process. It is these details which can fundamentally influence bargaining outcomes.

Research generally takes between three to five working days dependent upon size and locations of offices.

We require an understanding of scale, size and complexity of local and international deals and suppliers and your relationship with them. We would like to understand your negotiation parameters, compliance, code of conduct and ethics and local challenges.

We may also recommend profiling participants for a deeper self awareness and program commitment.



START—RESEARCH—ANALYSIS—DESIGN—SOLUTIONS



FOCUS AREAS

Negotiation process gap analysis
presented with findings

TRAINING STRATEGY

Options discussed for most suitable
training strategy and program structure

EVALUATION

Breakdown of evaluation methods for
program success and return on investment

CONTENT

Models proposed for content inclusions,
case studies and materials development

Who should attend?

General Managers, Account
Managers, Purchasing Offic-
ers, Product Managers, Sup-
ply Chain Managers, Produc-
tion Office Managers.

How many can attend?

Workshop group sizes are
limited to enable supported
learning—8 to 12 attendees
depending on level of pro-
gram.

2011 Harvard study showed 80% of negotia-
tors adopt the same strategy. They enter a
negotiation with the goal of siz-
ing up the other negotiator and
taking it from there. If the other negotia-
tor wants to play hardball, they'll play
hardball. If they are interested
in collaborating, they can collab-
orate.

Only 20% went
into negotiation
assertively, try-
ing to set the
tone.

Lesson—be
proactive, set
the tone and
gain a tactical
advantage.



START—RESEARCH—ANALYSIS—DESIGN—SOLUTIONS

LEARNING OUTCOMES

The Negotiators Compass is a practical skills-based program using theories from the Harvard Negotiation Project.

The training focuses on behaviours required for successful negotiations. Modifying behaviours requires practice. So it's practice, you will get.

Topics include:

- Nature of negotiation
- Critical aspects of negotiation
- Negotiation drivers for both parties
- Negotiation preparation
- Preparing the environment
- Using the right language
- Negotiation strategy options
- Influencing behaviours
- Planning options for mutual gain
- Alternatives to agreement
- Taming the hard bargainer
- Closing the deal

LIVE Negotiations & Case Studies

TRAINING STRUCTURE

Tailored program designed with your organisational stories and language

CASE STUDIES

Major actual case study to run throughout program, with interest sidebar stories

BUSINESS ROLE PLAYERS

Professional actors join the live case studies to role play commercial situations

BUDDY SYSTEM

Follow up 'Learning Friend' System arranged for maximum program impact

Learning Bite

Prior to each training program, clients are given a complimentary 1-2 hour Learning Bite. Think of it as the final rehearsal before the training program commencement.



START—RESEARCH—ANALYSIS—DESIGN—SOLUTIONS



NEGOTIATION TRAINING

Tailored or Standard Negotiators
Compass held in-house or externally

INFLUENCING TRAINING

Stand alone or embed influencing
principles into negotiations training

PROGRAM FOLLOW UP

Personal action plans, buddy system,
follow up workshops, individual coaching

MANAGER COACHING

External follow up coaching sessions for
sustained program impact

The variety of solutions grows with the variety of clients with whom we partner. Each solution is tailored and could include training, consultation or professional coaching.

Long Term Benefits

Our client partnership approach gives you the competitive advantage and long term benefits of an embedded training

team within the organization. We get to know teams, individuals, company culture and training needs.

Negotiating Behaviours

A focus on behaviours within negotiations is key to handling high pressure situations and maximizing opportunities. Behaviours, yours and theirs, will influence outcomes. Learn how to manage

those behaviours for optimal rewards.

Return on Investment

Transparency is entrenched in our processes. Your desired outcomes and our pre program assessment sets our benchmark from which we measure and report on participant successes. With our clients, we co-design evaluation tools to determine program effectiveness.

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THE PROGRAM

Hong Kong | China | Asia Pacific Region

Training Team

Our consultants present with extensive backgrounds in commercial negotiations across a variety of industries and regions. Learning Curve is partnered with MultiTarget to provide quality accredited training.



Program Modules

Negotiators Compass programs can be delivered as one two-day program, or individual half-day modules. Modules available as standard or customized.

1. Essential Negotiating Tools
2. Negotiation Communication & Presence
3. Harvard Negotiating Principles in Practice
4. Influencing and Trust

Languages

Programs are available in English, Cantonese or Putonghua.

Training Groups

Negotiation or Influencing Training groups are limited to 12 people with one trainer. Larger groups require two consultants to facilitate and ensure meaningful learning.



[Negotiation Training]

Contact Learning Curve

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