

## Course duration

- 1 day

## Course Benefits

- Understand key negotiation strategies and tactics that are essential for IT Professionals.
- Gain insights into proper negotiation preparation.
- Acquire a life skill you can use at work and home.

## Course Outline

1. Important Concepts for IT Professionals
  1. Win-Win, Win-Lose, and Lose-Win
  2. Distributive vs. Integrative Negotiation
  3. Competitive vs. Cooperative Negotiation
  4. Needs vs. Wants
2. Negotiation Preparations
  1. Understand What You're Negotiating
  2. Know Your Objectives
  3. Know Your Bottom Line
  4. Know Your Ability to Walk Away
3. Negotiation Strategies
  1. Look for Mutual Gain
  2. Invent Creative Options
  3. Negotiate the Problem Not the Person
  4. Trade Effectively
4. Handling Difficult Tactics and Advantages/Disadvantages
  1. Threats, Withdrawal, Pressure

## Class Materials

Each student will receive a comprehensive set of materials, including course notes and all the class examples.