

# **NEGOTIATING**

## **WORKSHOP GUIDE**



## CONTENTS

LEARNING OBJECTIVES .....	3
FEATURED VIDEOS .....	3
VIDEO 1 – PITCHING HIGH.....	4
VIDEO 2 – DON'T AGREE TO SEPARATE PARTS .....	5
VIDEO 3 – GETTING A FAIR DEAL.....	6
NEGOTIATING – ACTION PLAN.....	7

## LEARNING OBJECTIVES

This course will help you to negotiate agreements that satisfy both parties.

This guide is designed for a manager or a facilitator to deliver a short workshop featuring videos from the Video Arts Workplace Essentials Series. Each video comes with a series of activities around the following structure:

**LOOK** - watch the video and reflect on the content and message.

**THINK** - activities and questions linking the video to their own experience and workplace.

**REMEMBER** - a summary of the key learning points.

Each section relating to the video will last around 15 minutes.

**ACTION PLAN** - At the end of the series of videos and activities delegates should be encouraged to share the most important actions they will take and record actions on their Personal Action Plan sheet.

## FEATURED VIDEOS

- Pitching high
- Don't agree to separate parts
- Getting a fair deal

## VIDEO 1 – PITCHING HIGH

### LOOK (play video, 3 minutes)

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You don't have to sport a poker face in order to negotiate well. These are skills that can be learnt. The focus of the negotiation should be a mutually beneficial deal where both parties walk away feeling they got something they wanted. However being on guard and noticing subtle shifts in the balance of power - and knowing how to deal with these - will mean fewer concessions on your part.

### THINK (10 minutes discussion)

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Ask the group to think about the last time they came away from a meeting feeling hard done by. What's the best way to negotiate?

Responses could include:

- The fundamental rule when taking up your opening position in negotiations is to pitch as high as you can. Always assume the other side will try to knock you down. Remember – the rule of negotiation states that what goes down never comes back up!
- Pitching high means you have something to negotiate with. And you can always trade down later, but you can't ever trade up.
- Don't ever give anything away without getting something in return. In other words – trade, don't concede. If you do ever need to concede – make sure the concession is seen as something that's as highly priced and credible. Remember, this is a relationship you want to continue.

### REMEMBER (recap, 2 minutes)

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- Pitch high.
- Trade; don't concede.

## VIDEO 2 – DON'T AGREE TO SEPARATE PARTS

### LOOK (play video, 3 minutes)

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Many people fail to get the balance right during negotiations and, once they've negotiated down, they can never come back up again. Plus, once they're on the downward spiral, they find themselves agreeing to separate parts before they know the full facts.

### THINK (10 minutes discussion)

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Ask the group if they have ever agreed to separate parts of a deal and later regretted it? What's best to deal with someone who is pushing for this type of deal?

Responses should include;

- Never agree to separate parts of a deal until you can see the whole picture and know the full facts.
- Use words like 'if', 'when' and 'potentially' to give yourself some room to manoeuvre.

### REMEMBER (recap, 2 minutes)

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- Don't agree to anything unless you know the list of requirements
- Don't agree to separate parts.

## VIDEO 3 – GETTING A FAIR DEAL

### LOOK (play, video 3 minutes)

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Your objective must be a 'fair deal' for both sides, not a victory for you. A fair deal is a successful one and could lay the foundations for a long-term relationship.

### THINK (10 minutes discussion)

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Have you ever had a negotiation break down? What might you have done differently to bring the deal back onto the table?

Responses could include;

- Always stay neutral, once emotions take over negotiations will fall apart – never show emotions, it's an instant deal breaker.
- Avoid threats and ultimatums. Ignore any manipulation techniques. Your objective is a win-win situation – a good deal for both sides. If you find yourself in a situation where things start going downhill,

Remember:

- Ask yourself: are we really stuck?
- Be imaginative.
- Ask 'What if?' questions.
- Don't panic, and don't give up.
- Ask the other side for ideas.

### REMEMBER (recap, 2 minutes)

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- Avoid threats and ultimatums.
- Ask 'What if?' questions.
- A fair deal for both sides.

## NEGOTIATING – ACTION PLAN

Remind the group of the key learning points from this session.

Divide the group into pairs. Ask each member of the group to identify one specific action they will take to apply what they have learned when they return to work.

Ask for two or three examples. Bring the session to a close.