



NEGOTIATION II

New Influence and Persuasion Paradigms

Enjoying successful, significant relationships and achieving our goals and objectives largely depend on the way in which we communicate, and on our ability to understand others and express ourselves clearly.

Developing a good interpersonal relationship where trust and credibility are a common factor is essential to persuade and influence other people with integrity.

OUR PROPOSAL

The overall purpose of this workshop is gaining insight into new methodological developments, especially in the field of communication and relationships, and their impact on other system elements.

Participants will be introduced to and get some hands-on experience with the contributions that new behavioral sciences have made to the field of negotiation, joint problem solving, leadership and leverage.

The workshop provides tools and models to identify the skills of great negotiators and keys for negotiating change. Some of the topics dealt with during the workshop include, among others, negotiator's skills, building observation skills to identify signs and variables that need to be considered, exploring and understanding the basis of our differences, applying techniques to "put yourself in someone else's shoes", asking good questions, understanding different ways to perceive reality and address these differences, and the keys to creating an environment of credibility and trust.

This workshop will focus on the following topics, among others:

- **The Art of Asking Questions.** What, how and when to ask in order to truly understand others. Building mental models and accessing them. The power of questions.
- **Meta Position.** Understanding negotiation from a different standpoint. We will work on techniques that will enable participants to prepare and conduct a negotiation with a better understanding of the other party's perception.
- **How and When Is It Useful to Categorize People.** What are people motivated by? What should we observe in them? How can we understand different styles or "programs"? Identifying human differences is an essential task when it comes to persuasion. We will share some models and practical recommendations.

CMI International Group

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METHODOLOGY

As with the Negotiation I workshop, the advanced workshop is also highly interactive. Presentations will be combined with practical exercises, group dynamics and reviewing and applying what was discussed to real-life situations. Cases will be videotaped for later review.

CONTENTS

DAY 1

- Introduction and Objectives
- Model Review and Analysis (HNP)
- Case Study: " *Team Bonus* " (*El Bono de Equipo*)
- Reading and Preparation
- Case Negotiation (videotaped)
- " *Team Bonus* ", continued
 - Review
- Introducing the Preparation Tool
- Case Study: Reading and Team Preparation
- Case Study: " *Your Auto Repair Shop* " (*Taller Su Mecánica*)
- One-on-one Negotiation
- Review:
 - Subjective Perceptions
 - The Ladder of Inference
 - The Linguistic Meta-model:
 - Map and Territory
 - The Power of Asking Questions.

DAY 2

- Case Study: " *Sell Your Estate/Livestock* ". (*Venda su hacienda*)
- Negotiation
- Review
- Good Negotiator Skills
- Case Study: " *Coalitions* "
- Review
- The Role of the Observer:
 - Behavioral Signs
 - Consistency and Inconsistency
- Meta-programs:
 - How and When Is It Useful to Categorize People
- Rapport:
 - The Secret Language for a Good Relationship

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- Videos. Review.
- Swapping Roles.
 - Putting Yourself in Someone Else's Shoes.
- A Consistent Model.

Close of Workshop

Note: This program may be subject to change to better fit group needs.

AIMED AT:

Participants who have completed Negotiation Workshop I

DURATION

Two days (16 hours).

FORMAT

Open Workshops:

Workshops open to the public at large, through individual registrations or small groups within the same organization or company. They constitute an excellent opportunity to share the training program with participants engaged in very different activities and a chance to tap into productive experience-sharing.

In-Company Workshops:

These workshops are aimed at a group of individuals from the same organization or company or that are part of their regular working relationships (clients, suppliers, trade unions, etc). The workshop increases global knowledge acquisition of the methodology allowing for a corporate view of the subject at hand.

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