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## **Advanced Negotiation - Dealing with Difficult Situations and People**

### **Target group:**

People who have attended the basic Negotiation Based on Principles course offered by Brownlee & Associates of Madrid, Spain or the negotiation programmes offered by the Harvard University Program on Negotiation, Boston, U.S.A.

This course is designed to ensure that the trainees receive the MAXIMUM amount of practice possible in dealing with the areas covered during the course. All the negotiations & cases studies are videotaped for later study and feedback.

### **Objectives:**

Provide the trainees with a greater understanding of why situations or people can become difficult during the negotiation and how to deal effectively with them.

### **Content:**

The course starts with a structured presentation by each trainee of a successful or unsuccessful negotiation conducted by them and based on a previously communicated structure.

The five steps to success:

1. Reactions:
  - a. Keeping your eyes on the prize.
  - b. Naming the game.
  - c. Taking your time.
2. How to disarm them:
  - a. Active Listening.
  - b. Recognition.
  - c. Minor agreements to major ones.
  - d. Differing views.
3. Changing the Game:
  - a. Hidden & indirect questions to uncover problems.
  - b. Dirty Tricks.
  - c. Identification.
  - d. How to deal with them.
  - e. Negotiating the rules of the game.
4. Helping them to say "Yes":
  - a. How to involve the other side in finding a solution.
  - b. Covering Needs, Wants & Lacks.

- c. Leaving the other side with an "honorable" exit.
  - d. The use of time.
5. Making it difficult to say "No".
- a. Educating the other side. Consequences Vs. Threats.
  - b. BATNAS - How & when to use them.
  - c. Polishing options.
  - d. Building long-term agreements.

**Trainee-centred objectives:**

At the end of this course the trainees will be able to:

Identify the most common dirty tricks and be capable of dealing with them in the most appropriate and efficient manner.

Know how to negotiate with a "Hard Bargainer" so that both parties achieve excellent outcomes without having a "Winner" and a "Loser".

Negotiate more effectively in difficult situations or with difficult people.

**Duration:**

3 days (27 hours).