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## Course: Advanced Negotiation: Dealing with Difficult Situations and People.

Objectives: Provide the trainees with a greater understanding of why problems occur in negotiations and how to deal effectively with them.

Target Group: People who have attended the basic Negotiation Based on Principles course offered by Brownlee & Associates of Madrid, Spain; the same course offered by the Centre Europee de Negotiation of Paris, France; or the negotiation programmes offered by the Harvard University Program on Negotiation, Boston, U.S.A.

### Course Content:

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

### The Six steps to success:

1. Reactions.
2. How to disarm them.
3. Changing the Game.
4. Helping them to say "Yes".
5. Making it difficult to say "No".
6. Using psychology & N.L.P. effectively.

### Trainee-centered objectives:

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

1. Identify the most common dirty tricks and be capable of dealing with them in the most appropriate and efficient manner.
2. Know how to negotiate with a "Hard Bargainer" so that both parties achieve excellent outcomes without having a "Winner" and a "Loser".
3. Negotiate more effectively in difficult situations or with difficult people.

Duration: 27 hours - 3 days