



Brownlee & Associates, S.L.
Paseo de los Olivos, 20, 1B,
Madrid, 28011, España.
Tel: (34)91-526-2505
Web: WWW.brownlee-associates.com
Correo electrónico: Brownleeassociates@gmail.com

Principled Negotiation Skills with N.L.P.

Course content:

This course contains two modules.

Module 1: Principled Negotiation Skills

Based on the philosophy & material developed by the Harvard University Negotiation Project of Harvard University Law School, Boston, U.S.A.. The course is TOTALLY adapted to European business negotiations in general and Spanish in particular.

Module 2: Applied Neuro Linguistic Programming.

Duration: (4/5 hour)

The objective of this module is to present, in a practical way, the basic skills and techniques of N.L.P. in the context of negotiations. Based on a persuasive and proven communication model the intention is improve the participants negotiation skills using as the starting point a clear understanding of the psychology of the client. This approach permits the organization & the negotiator to use a client-centered focus in the negotiation while using the latest techniques in ethical and elegant influence to create a strong long-term relationship.

The attendee will learn how to:

- 1) Set up and control negotiations in a professional and efficient manner based on information obtained from the client through an understanding of their representation systems used during the preliminary part of the negotiation.
- 2) Understand each "type" of client and know the most appropriate way to deal with them in order to achieve common objectives.
- 3) Use a series of verbal and non-verbal techniques designed to elegantly obtain information from the client & be able to justify the psychological reasons for their use.
- 4) Achieve rapport with ANYONE in any situation and obtain an excellent degree of interpersonal communication.
- 5) Stand out from the competition for their method of negotiating elegantly, ethically, and professionally by negotiating on the basis of the shared needs, wants and lacks.

Module 1: Principled Negotiation Skills.

The effects of traditional negotiation.

The attendee will learn:

- The parameters that define the negotiation style to use bearing in mind the objective.
- The importance of the continuity of the relationship in the short-, medium-, and long-term.
- The effect of the relationship between negotiators on the final outcome of the negotiation.
- The problems associated with pricing policies.
- How to handle the commercial strategy and the complexity of the outcome.
- Considerations & risks to bear in mind in case of no agreement.
- Placing the negotiation in context.
- Global planning of the Negotiation Strategy.
- How to adapt elegantly and effectively to changes in the environment.

Shared Interests in the negotiation:

The attendee will learn how to:

- Differentiate between Positions and Interests.
- Identify roles and how to effectively deal with & communicate information.



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- Prepare for the negotiation bearing in mind the interests of all the parties involved and their classification which determine the focus and objectives of the negotiation.
- Sequence the exposition of areas to be dealt with in the negotiation in a way which avoids barriers and problems.
- “Sell” the concept of Interest-based negotiation to all the parties involved in the negotiation.

Identification of Objective Criteria.

The Attendee will learn:

- The importance of structure & rigor in obtaining and using information.
- How to differentiate and work with both emotional and logical arguments.

Creating Elegant Options:

The Attendee will learn how to:

- Make the pie bigger.
- Change the perception of “The ONLY solution”.

Developing your B.A.T.N.A. & the reality about Power.

The Attendee will learn how to:

- Use “Power” in the negotiation.
- Increase their Power and decrease the “Power” of the other side.

Negotiation Tools:

The Attendee will learn how to:

- Understand the problems of the other party and how to respond appropriately.
- Prevent possible blocks and problems.
- Use the “Checklist” as part of a rigorous management strategy for any negotiation.
- Use “The yesable proposal” as a reference point for future meetings & negotiations.

Module 2: Neuro Linguistic Programming.

Module Content:

- What is N.L.P.
- Lead, Representation & Reference System: Preferred, Subordinate & Less Developed.
- How to identify each system using various indicators:
 - Visual.
 - Verbal.
 - Non-verbal
- How to obtain "Rapport" with the client.

Duration: 27 hours (3 days)

Timetable: 09:00h - 19:00h.

If you require more information, please feel free to contact us.