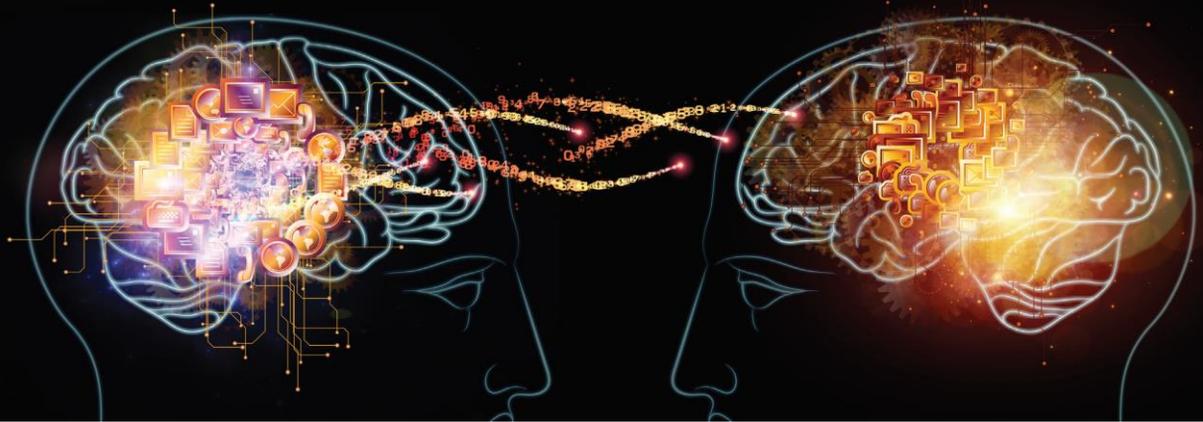


“ People think with reason ... compelled by emotion ... taken forward by character. With influence we can engage all three. ”



## Benefits



- ✓ **REDUCE** obstacles and barriers to collaboration within a negotiation
- ✓ **IDENTIFY** ways to engage others positively and productively
- ✓ **INCREASE** confidence in those relied upon to communicate effectively through challenging and otherwise stressful negotiations
- ✓ **IMPROVE** the quality of decision making when a range of interests need to be considered, and in environments of increased pressure
- ✓ **IMPROVE** persuasive influencing skills that are critical for people and business
- ✓ **DEVELOP** competent communicators that can be relied upon to progress discussions, influence stakeholders, protect important interests and achieve mutually agreeable outcomes whilst maintaining valuable relationships when the stakes are high
- ✓ **ESTABLISH** effective monitoring and re-engagement processes that are essential to the success of protracted negotiations
- ✓ **SUPPORT** staff to continue to develop and apply their professional skills in managing relationships whilst enabling the goals and objectives of the organisation to be realised



## NEGOTIATING ... with Persuasive Influence

### Program Background

Being a capable negotiator is an important life skill for successful people whether in their professional lives, in the corporate business environment or public sector as much as it is in their personal lives.

It's as much a sophisticated skillset to help facilitate workplace and other needs as it is for preserving relationships and building trust. Regardless of the immediate context, it's a skill worthy of developing and enhancing for innumerable applications throughout your life and career.

A successful negotiation can create opportunities for new possibilities, with a focus on interests and mutual benefits.

As one determined and successful negotiator said after years of negotiating in the troubled Northern Ireland peace process,

*“Regardless of how much our views differed or how much some issues remained unresolved and even when the process stalled or broke down and we lost our way, we could always come back to common mutual ground...stop the violence and loss of life, something we all wanted as an outcome”.*

Negotiation requires expertise, considerable knowledge, practice and a well founded approach underpinned by a sound process in which preparation is also pivotal.

There is no silver bullet to being a good negotiator; being successful relies on the gathering of intelligence/asymmetric information, undertaking detailed appreciation, contingency planning, considering human relationships, trust and mutuality, evaluating opportunity cost and then rehearsing. And all this is done before even starting to exercise your prowess at persuasively communicating with the other party.

## Program Overview

The CARM® Approach to Negotiating with Persuasive Influence will provide you with a robust and proven framework to guide you through the three important phases of a negotiation; preparing for, participating in and following up on agreement/outcomes, all of which are designed to strengthen and enhance your communication and influencing capability.

The following is a brief outline of some of the features and inclusions in this program to enable productive dialogue, employing robust psychological principles without wasting time and resources:-

1. An Appreciation Process to assist in the preparation phase (evaluate options and related opportunity costs).
2. CARM® Cognitive and Behavioural Map (Reacting –v- responding. Emotion, cognition and behaviour influencing decision making and outcomes).
3. CARM® Interpersonal Diagnostic – improving the ability to identify, assess and manage the emotions of self and others.
4. CARM® Persuasive Influence model - applying psychological principles of persuasion and influence.
5. A debriefing tool to guides the review & identify key lessons learnt.

You will align your negotiation dialogue with our CARM® Applied Persuasion Model, incorporating a range of ESI related skills and informed by research in social psychology .

Developing these core skills will enable you to realise your potential as an effective negotiator and influencer.

*“ Words are, of course, the most powerful drug used by mankind ”*

*Rudyard Kipling*



## Topics Covered



### Topic 1: Perspectives on Negotiation

- The purpose & objectives of a negotiation
- Different approaches to negotiation & the outcomes from each
- Common factors that either increase success in negotiations or otherwise may increase intractability

### Topic 2: The Appreciation Process

#### Thinking & Analysing Skills

- Review a case / plan & participate in a negotiation
- Apply an 'appreciation process' in preparing for a negotiation. Critically analyse factors & determine actions that will be crucial to the negotiation

### Topic 3: Positions in Negotiation

- How 'positions' in negotiation affect the negotiation process
- A 'Principled Approach' to Negotiation – identifying and pursuing 'Interests'
- Establishing rules for establishing the terms of agreement at the commencement of a negotiation

### Topic 4: The CARM Approach to Influencing & Negotiation

#### Behavioural Skills

*Incorporates CARM® Cognitive and Behavioural Map AND CARM® Persuasive Influence Model*

- Enabling a collaborative negotiation mindset
- The CARM® Approach to Persuasive Influence – the science and practice of persuasive language

### Topic 5: Beyond Negotiation – The next steps

- A processes for monitoring, reporting and following up on initial outcomes from a negotiation, including a plan for follow up
- A post negotiation de-briefing guide to assist in the review

## Training Solutions

- Stand alone facilitated sessions (Duration: 1 or 2 day variants)
- Delivered in-house to workplace groups or delivered as coaching sessions to individuals
- Suited to supervisors, team leaders, managers and others looking to professionally develop their influencing and negotiation skills. For those in government, the program aligns to the 'capacity to deliver' communications-influencing skills within the NSW Public Sector Capability Framework

**CUSTOMISATION:** Talk with us to design or tailor a training solution to meet your specific learning & skill development needs. We contextualise to align with your industry, operating environment, business and risk management profile

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