



# Negotiation skills workshop

## Place

Mumbai  
Bangalore  
New Delhi  
Chennai

## Date

22nd & 23rd , Sept 2016  
29th & 30th, Sept 2016  
6th & 7th, Oct 2016  
24th & 25th, Oct 2016



# What it is



**Negotiation is an [absolutely critical](#) part of your company's success.**

Every day, your employees negotiate and come to agreements.

Knowing this, we created Merchants, a unique blended learning-experience with an in-depth course combining a thrilling video game and a classroom experience with role-plays set in real-time scenarios.

Participants assume the role of a 15th century Venetian merchant and are immersed in a competition to grow a maritime trading company, with the goal of being the most successful merchant. Players meet historical figures like Leonardo da Vinci and Machiavelli while learning to negotiate and, as they build financial resources, purchase ships, establish trade routes and deal in valuable commodities.

Participants feel like they are negotiating with a real person, and get ongoing and fully personalised feedback. The feedback allows them

to learn based on their own decisions, strategies and mistakes. Most importantly, your employees will learn how to negotiate in a safe and risk free environment, which promotes truly effective learning.

To complement this experience, the facilitator will rope in real-life instances and have role-plays so that the participants can demonstrate the negotiation skills they've acquired.

Contrary to playing the game, in the role-plays the participants should be observant and spontaneous to think and play off the opponent's reactions to present their case.

Tens of thousands of employees from over 300 companies have played Merchants enthusiastically, and 99% of them recommend it and say its tips and tools have real world application.





# What you get



## What will employees learn from this course?

- ▶ Methods to build trust and create long-term successful alliances
- ▶ Ability to understand the other party's interests
- ▶ Tricks to avoid getting into negotiating traps
- ▶ Techniques to increase your negotiating power
- ▶ Instruments to convert competitive negotiations into collaborations
- ▶ Tools to increase the size of the pie
- ▶ Keys on how to prepare and communicate so your proposals have greater impact

## What will the company gain?

- ▶ High levels of employee completion and engagement (and fun!)
- ▶ Higher mastery gained over skills, due to the in-built personalised feedback sessions
- ▶ Consistent skills learning across dispersed geographies in a cost-effective manner
- ▶ Increased staff creativity and skill, which leads to cost savings and revenue generation
- ▶ An enhanced employee mind-set oriented towards long-term collaborations
- ▶ A well-deserved reputation as a forward-thinking provider of cutting-edge training solutions

# Who should attend



Our training program on negotiation skills is ideal for professionals at all levels who want to enhance their negotiation skills. Our module will help them understand the building blocks of negotiation and work more effectively with customers, teams, peers, partners, vendors, and others. Our program also caters to professionals without any prior formal training in negotiation, and is new to a role that will involve negotiating.

# Content



## Course: General

- ▶ The facilitator will take the role of a mentor and convey key instructive points. These lessons can be revisited in the game and can be printed out for further reference.
- ▶ Several readings to complement the mentor lessons
- ▶ Six negotiating cases conveying critical negotiation tips and techniques

## Course Section I: Understanding

### Case: Resolve a client conflict

- ▶ The fundamentals of a negotiation
- ▶ Keys to building trust
- ▶ How to avoid common mistakes

## Course Section II: Information and Interests

### Case: Negotiate a sensitive political agreement

- ▶ Strategies to obtain information
- ▶ Determining objectives and clarifying interests

## Course Section III: Flexibility

### Case: Secure a business loan

- ▶ Focusing on interests vs positions
- ▶ Introducing “magic” variables to increase the size of the pie

## Course Section IV: Criteria and Procedures

### Case: Negotiate a joint venture

- ▶ How to use anchor points that satisfy your interests
- ▶ Managing variables during the bargaining phase
- ▶ 6 essential rules to concessions
- ▶ Employing objective criteria and procedures

## Course Section V: Communication

### Case: Negotiation between sovereign nations

- ▶ Checklist to prepare for your negotiation
- ▶ Keys to communicating and presenting your proposal

## Course Section VI: Review

### Case: Hire a highly regarded manager

- ▶ Extensive review and application of all you have learned





# Program agenda



## Day 1

### Section I

9.00 am - 10.00 am | Facilitator-led

- ▶ Introduction to the session and objective setting
- ▶ Content introduction for Level 1 and Level 2

### Section II

10.15 am - 1.00 pm | Gamelearn & Facilitator-led

- ▶ Navigate and play the game – Level 1 and Level 2
- ▶ Debrief session

### Section III

2.00 pm - 4.00 pm | Gamelearn & Facilitator-led

- ▶ Content introduction for Level 3
- ▶ Navigate and play the game – Level 3
- ▶ Debrief session

### Section IV

4.15 pm - 6.00 pm | Facilitator-led

- ▶ Role-play/ Activity session
- ▶ Debrief session
- ▶ Conclusion of Day 1

## Day 2

### Section I

9.00 am - 10.00 am | Facilitator-led

- ▶ Introduction to the session and objective setting
- ▶ Content introduction for Level 4 and Level 5

### Section II

10.15 am - 1.00 pm | Gamelearn & Facilitator-led

- ▶ Navigate and play the game – Level 4 and Level 5
- ▶ Debrief session

### Section III

2.00 pm - 4.00 pm | Gamelearn & Facilitator-led

- ▶ Content introduction for Level 6
- ▶ Navigate and play the game – Level 6
- ▶ Debrief session

### Section IV

4.15 pm - 6.00 pm | Facilitator-led

- ▶ Role-play/ Activity session
- ▶ Debrief session
- ▶ Conclusion of Day 2



# Facilitators



## **Anand Jayapaul**

Anand is a talent transformational professional with 13 years of experience. He has been associated with various multinational organisations. Anand has experience in the areas of developmental learning and organisational development. Anand is a trainer certified by the ClientLogic Leadership Development Centre in Toronto and has the ability to transform professionals through his training sessions. Anand has worked with organisations such as Schneider Electric, Siemens, WNS, Accenture, JP Morgan, Chase, AOL, Lexmark, CapGemini, Manipal University, Microsoft, HDFC Bank, HP, HSBC, Sony and ITC Infotech.



## **Deepthi Boddupalli**

Deepthi is a trainer with experience in various industries. During her 9 years of work experience, she has played different roles from a stylist, where she trained upcoming stars about their screen presence, with a television network to an entrepreneur, running her own clothes label. She studied fashion at NIFT and took an entrepreneur course at ISB. She is passionate about teaching and driving change, in individuals as well as organisations. She was also a part of TeachForIndia where she worked in slums with underprivileged children for a year. She has also worked with companies like ColorPlus and Maa tv.



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