

Negotiation Rules! A Practical Approach

Agenda Day One: 2-1/2 Hours

Time	Topic	Activity
9 am PT	Kristie's Welcome	Ice Breaker
9:30 am PT	Introduction to win-win negotiations	What are the shared interests
10 am PT	Communication skills	What clarifying questions do you need to ask
10:30 am PT	Quick Break	
10:40 am PT	Making tradeoffs and counteroffers	Use clarifying question to make counteroffer
11: am PT	Leverage and Tactics	What leverage do you have?
11:25 am PT	Set up for Day 2	Bring example of a money negotiation
11:30 am PT	End of Day 1	

Agenda Day Two: 2 Hours

Time	Topic	Activity
9 am PT	Welcome Back	Top Tips from Day 1
9:10 am PT	Mapping the Money Conversation	Map out a price example
9:50 am PT	Redlining customer's terms	Examples of what to do and what not to do
10:10 am PT	Quick Break	
10:20 am PT	Planning	Describe your 5 minute plan
10:50 am PT	Wrap Up Training	Last chance for questions
11 am PT	End of Day 2	