

# Negotiating with “NO”

This is a must have toolbox for every negotiator.

**You will get practical tools how:**

How to deal with block outs in negotiations?

How to manage negative emotions?

How to say NO and still be open for offers?

How to reveal manipulations and to react on them?

How to make your offer strong and how to balance between power techniques and protection of relationships?

How to negotiate for price?

Practical training based on Harvard Law School Program on Negotiations and includes different negotiations tactics.

40% of the trainings' time will focus on practical development of negotiation skills. During the training participants will execute individual and group tasks, will analyse video and written cases and will experience role games.

60% of the trainings' time will be devoted to present and explain strategies and tactics using theoretical statements illustrated with real life examples, statistical data and questioning.

## **Irena Pranskeviciute**

Executive Master of Business Administration at Stockholm School of Economics in Riga. Master of International Communication of Vilnius University with diploma work on Management of International Conflicts. Attended special course on political campaigns and political conflicts at Amsterdam Maastricht University. Master trainer for Structogram® training system. International training and business coaching experience - 14 years. Working geography: Sweden, Norway, Germany, Lithuania, Latvia. The biggest negotiation winnings: 20.000 mln LVL deal and final resolution of the long lasting strike.

## Program

9:00-9:30	Registration and welcome coffee
9:30-10:45	<b>Introduction.</b> Goals of workshop. Meeting different schools of negotiation: Harvard, Moscow and Japan. Practice: Ability to recognize negotiation strategy and reframe it.
10:45-11:00	Coffee break. Discussion
11:00 - 12:00	<b>Management of negativity</b> How to deal with blocks and offensive behaviour. How to use negative emotions for constructive resolution of block outs. Practice: Action vs reaction.
12:00- 13:00	Lunch
13:00 - 14:45	<b>Recognition and defence to manipulation</b> Types and aims of manipulations Preventive and defensive tactics How to say NO and still be open for offers
14:45 - 15:00	Coffee
15:00 - 17:00	<b>Strong position</b> Making a strong offer Persistence and balance between power techniques and protection of relationships Price negotiation principles Biggest negotiation mistakes