

# Negotiation, Persuasion and Decision Making Skills

All negotiations — whether with clients, strategic partners, merger candidates, union representatives, key employees, investors, colleagues, vendors, or service providers—require the ability to create and capture value through cooperation while fostering strong working relationships. Focusing on one at the expense of the other inhibits the potential for gain in any partnership. Like most other skills, negotiation performance is shaped by natural ability, experience, and formal training. Yet, most managers receive little to no negotiation training.

This intensive two-day course, led by Dishan Kamdar, provides a deep dive into negotiation analysis and practice. Through negotiation simulations, case studies, and group discussions, participants will explore practical applications of negotiation strategies. By the end of the course, attendees will gain a structured framework to turn their own negotiation experiences into expertise. Moreover, they will develop skills to manage client relations more effectively, mitigate biases in decision-making, and navigate complex multi-party negotiations with confidence.

## Objectives

- Improve one's position in a negotiation, as well as the agreement terms
- Know how to protect, if not enhance, relationships with negotiation counterparts
- Manage the negotiation process more effectively
- Be able to prepare for any negotiation
- Understand how to respond to opposition in order to move a negotiation forward
- Have an improved sense of when to walk away
- Gain a more sophisticated understanding of the importance of strategic flexibility in negotiations
- Recognize the importance of contingency agreements in the creation of more profitable and sustainable outcomes
- Understand the psychological dynamics of various negotiation tactics
- Have experience applying the framework to simulated contexts that mirror negotiations encountered in participants' real-life business contexts

# Day 1 of the Negotiation Program

**Time:** 9.30am-11.00am

## **Agenda: Introduction and Basics of Integrative Bargaining**

- What is win-win
- Value creation
- Post settlement settlements.
- Time pressure
- Influence

**Tea Break:** 11.00am- 11.15am

**Time:** 11.15pm-1.00 pm

## **Trust Building and Decision-Making Biases (1)**

- Building Trust
- Importance of Rapport
- Perception of Fairness
- Trust Repair

**Lunch Break:** 1.00pm 2.00pm

**Time:** 2.00pm 5.00pm

## **Integrative Bargaining**

- Simulation exercise (2 party multi-issue framework)
- Debrief
- Leaving money on the table
- Contingent contracts

# Day 2 of the Negotiation Program

**Time:** 9.30am-11.00am

## **Agenda : Introduction and basics of distributive bargaining**

- Value claiming after value creation
- Simulation exercise (2 party single issue framework)

**Tea Break:** 11.00am- 11.15am

**Time:** 11.15pm-1.00 pm

## **Decision Making Biases (2) and Power of Influence**

- Decision Making Biases
- Influence tactics
- Planning Document

**Lunch Break:** 1.00pm 2.00pm

**Time:** 2.00pm 5.00pm

## **Multi party multi issue negotiation**

- Debrief
- Analyzing power framework in multi party situations
- Influence via coalition
- Influence without authority
- Simulation exercise (multi party multi issue framework)