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MASTERING ADVANCED NEGOTIATION: TECHNIQUES FOR SUCCESS IN EVERY ASPECT OF LIFE

A 2-DAY GENERAL NEGOTIATION SKILLS TRAINING PROGRAM FOR INSURANCE COMPANIES

TRAINING OVERVIEW:

This 2-day training provides employees of **insurance companies** an in-depth understanding of negotiation skills, including advanced techniques for handling complex negotiations in the workplace, with clients, and in personal life. The program covers a broader range of negotiation strategies, including conflict resolution, managing power dynamics, and maintaining long-term relationships.

TRAINING GOAL:

To equip participants with advanced negotiation skills to manage a variety of challenging negotiation scenarios, improve decision-making, and create lasting agreements in both professional and personal contexts.

TRAINING OBJECTIVES:

By the end of the training, participants will be able to:

- Master advanced negotiation techniques for complex situations.
- Identify and manage power dynamics in negotiations.
- Resolve conflicts effectively and maintain positive relationships.
- Use data and evidence to strengthen their negotiation position.
- Achieve mutually beneficial outcomes while managing long-term relationships with clients, vendors, and colleagues.

TRAINING HIGHLIGHTS:

DAY 1

MODULE 1: NEGOTIATION FUNDAMENTALS (8:00AM – 10:00AM)

- Key Concepts in Negotiation: Understanding Interests, Needs, and Positions
- The Importance of Preparation and Research Before Negotiating
- Internal vs. External Negotiations: Key Differences
- Introduction to Negotiation Styles: Competing, Collaborating, Compromising, Avoiding, Accommodating

GROUP DISCUSSION: PARTICIPANTS WILL REFLECT ON THEIR OWN NEGOTIATION STYLE AND HOW IT IMPACTS THEIR NEGOTIATIONS.

MORNING BREAK: 10:00AM – 10:15AM

MODULE 2: STRATEGIC APPROACHES TO NEGOTIATION (10:15AM – 12:00NN)

- Identifying Objectives and Setting the Negotiation Agenda
- Anchoring and Framing Techniques in Negotiations

- Managing Power Imbalances in Negotiations
- Maintaining Flexibility Without Losing Your Position

ROLE-PLAYING EXERCISE: PARTICIPANTS WILL PRACTICE A HIGH-STAKES NEGOTIATION, INCORPORATING THE USE OF FRAMING, ANCHORING, AND MANAGING POWER DYNAMICS

LUNCH BREAK: 12:00NN – 1:00PM

MODULE 3: NEGOTIATION TACTICS AND TECHNIQUES (1:00PM – 3:00PM)

- Using Data and Evidence to Strengthen Your Position
- Reading Non-Verbal Cues and Body Language in Negotiations
- Overcoming Objections and Handling Pushback
- Techniques for Closing the Deal and Securing Agreements

INTERACTIVE SESSION: PARTICIPANTS WILL WORK IN PAIRS TO ROLE-PLAY NEGOTIATIONS INVOLVING MULTIPLE STAKEHOLDERS

LAST BREAK: 3:00PM – 3:15PM

MODULE 4: CONFLICT RESOLUTION AND RELATIONSHIP MANAGEMENT (3:15PM – 5:00PM)

- Managing Conflict and Tension in Negotiations
- Finding Common Ground: Compromise vs. Collaboration
- Post-Negotiation Follow-Up: Reinforcing the Agreement
- Maintaining Long-Term Relationships Post-Negotiation

GROUP ACTIVITY: PARTICIPANTS WILL DEVELOP A PLAN TO MANAGE LONG-TERM RELATIONSHIPS WITH VENDORS OR PARTNERS AFTER CLOSING NEGOTIATIONS

DAY 2

MODULE 5: ADVANCED NEGOTIATION TACTICS (8:00AM – 10:00AM)

- Managing Multi-Party Negotiations
- Dealing with Unforeseen Obstacles and Challenges
- Overcoming Stalemates and Breaking Impasses
- Advanced Persuasion Techniques for Difficult Negotiators

CASE STUDY: PARTICIPANTS WILL ANALYZE A MULTI-PARTY NEGOTIATION INVOLVING VARIOUS STAKEHOLDERS AND DISCUSS STRATEGIES FOR BREAKING THROUGH AN IMPASSE

MORNING BREAK: 10:00AM – 10:15AM

MODULE 6: EFFECTIVE COMMUNICATION FOR COMPLEX NEGOTIATIONS (10:15AM – 12:00NN)

- Using Active Listening and Questioning to Extract Key Information
- Negotiating Virtually: Overcoming Communication Barriers in Remote Negotiations
- Communicating Complex Information Clearly and Concisely
- The Role of Emotional Intelligence in Negotiations

PRACTICAL EXERCISE: PARTICIPANTS WILL ENGAGE IN VIRTUAL NEGOTIATION SCENARIOS TO PRACTICE COMMUNICATING COMPLEX INFORMATION REMOTELY

LUNCH BREAK: 12:00NN – 1:00PM

MODULE 7: BUILDING COLLABORATIVE NEGOTIATION STRATEGIES (1:00PM – 3:00PM)

- Developing Collaborative Approaches for Win-Win Outcomes
- Leveraging Partnerships and Alliances in Negotiations
- Creating Value and Expanding the Negotiation Pie
- Managing Team-Based Negotiations: Leading Collaborative Teams

WORKSHOP ACTIVITY: PARTICIPANTS WILL WORK IN TEAMS TO CREATE A COLLABORATIVE NEGOTIATION STRATEGY FOR A HYPOTHETICAL LARGE-SCALE NEGOTIATION

LAST BREAK: 3:00PM – 3:15PM

MODULE 8: CREATING AND SUSTAINING LONG-TERM AGREEMENTS (3:15PM – 4:45PM)

- Formalizing Agreements: Contracts, Memorandums, and MOUs
- Ensuring Follow-Through: Monitoring Compliance with Agreements
- Managing and Evaluating Long-Term Partnerships
- Continuous Improvement: Learning from Each Negotiation

GROUP ACTIVITY: PARTICIPANTS WILL DISCUSS METHODS FOR ENSURING THAT AGREEMENTS ARE UPHELD OVER TIME AND SHARE INSIGHTS ON MAINTAINING STRONG PARTNERSHIPS

WRAP-UP AND Q&A (4:45PM – 5:00PM)

Recap of Advanced Negotiation Concepts and Strategies

Open Forum for Final Questions