**Course Title:** Negotiating - Techniques, Tactics, Gambits and Counter Gambits

**Course Objective(s):** As a result of this session, students will be able to explain to potential clients – the true goal of a negotiation and the objectives of a negotiator.

**Credit Hours:** 3 GENERAL

**Content**: Students will be able to assess client’s personality styles using questions to determine how best to work with and communicate with different personality types, learn the three basic negotiating/bargaining formats and their differences, will be able to list a minimum of 6 negotiation strategies and/or techniques, & will complete 3 ‘real life’ scenarios through a skill practice exercise.

Students will review the portions of NAR Code of Ethics, specifically Article 1, S.O.P. 1-15, and 1-13, and Article 3, S.O.P. 3-6; regarding negotiating for a client, will be able to explain BATNA – what it is and why it is important to a successful negotiation, & will be able to identify modalities of clients and other negotiators using basic N.L.P. models.

**COURSE TIMED**

**SUBJECT/TOPICS INCREMENTS**

1. **Introduction** **5 Min**

* State CE rules – Introduce Instructor

1. **Course Overview 5 Min**

* Course overview and Learning objectives

1. **Negotiation 15 Min**

* The GOAL of a Negotiation – Why win-win is important

1. **Negotiation 15 Min**

* The Goal of the Negotiator

1. **Negotiation 10 Min**

* Interests vs. Positions

**BREAK – 10 Min**

1. **Personality 15 Min**

* Personality Profiles exercise

1. **Personality 15 Min**

* Bargaining Formats / NLP Skills

1. **Negotiation 10 Min**

* The effect of Culture on a Negotiation

1. **Negotiation 10 Min**

* Deadlocks and my friend’s children / Competing Interests vs. Adverse Interests

**BREAK – 10 Min**

1. **Negotiation 10 Min**

* The “Mary” Exercise

1. **Agency 15 Min**

* Agency Relationships

1. **Negotiation 25 Min**

* Strategies and Exercise

1. **Negotiation 10 Min**

* Wrap Up

**TOTAL: 180 Mins ÷ 50 class hr = 3.6 Hours**