

# Virtual and Online Negotiations

**10.00 Introduction – Essentials for Successful Negotiation Outcomes**

1. What is Negotiation?
2. Framework for Negotiation

**10.30 Online - Negotiation Simulation**

1. Conducting a Legal and Commercial Negotiation
2. Applying the Framework
3. Negotiating the Harvard Way

**11.30 Break**

**11.45 4 Negotiation Objectives**

Negotiation Objectives which one will you select

- Creating value
- Maximising value
- Claiming value
- Examples of value

Merely Satisfying or Optimising Beyond Initial Objectives

Selecting your Strategy

- BATNA  
Reservation price
- ZOPA
- Target Points

Diagnostic to Discover Your Negotiation Style

**13:00 Lunch Break**

**14:00 Defining a Great Deal**

Negotiating Planning Worksheet

Your Negotiating Style – Results, Explanation – Broadening Your Range of Styles for Greater Success

Power, Rights and Interests - Difficult Negotiations

- Power, rights and interests model
- Ploys and Counterploys including reading your Counterparty

**15:00 Break**

**15:15 Virtual Negotiations Tool Kit**

12 Key Insights for Success – incorporating the latest research with case studies

- Email – advantage or disadvantage in negotiations
- Adjusting to Non Visual/Face to Face Negotiations

- Developing E – charisma
- The virtual handshake – richer negotiation communication
- 2 to 1 ratio in E Negotiations
- 10 rules for email negotiations
- Advantage of Linguistic Style Matching in Negotiations
- Visuals in and success in negotiations
- Getting your co - negotiator to act as your mirror
- The Key 4 moves in for virtual negotiations success
- Getting Virtual Negotiations ‘back on track’
- Detecting lying in text based conversations

Clinic for Participants to Consider Particular Issues They Face in Negotiations  
Action Plan for the Future

**16:00**      **Close of course**

**Testimonials from previous courses delivered by Arun Singh (Prof) OBE FRSA**

*“Arun was a great, lively moderator and presenter. He successfully fought against the ‘virtual barrier’, and kept the audience engaged”.*

*“Arun conducted the course well blending theory and practical needs”*

*“He has excellent communication skills and extensive international experience to share as well as real world situations”*