

SECRETS OF THE SUCCESSFUL NEGOTIATOR: Part I and Part II

Program Overview

Contrary to popular belief, you can actually teach people how to become successful negotiators.

Why should you learn how to become a negotiator? The answer is that successful negotiators get what they want more often, more quickly, and less expensively. In addition, they make fewer enemies in the process!

Participants in this program will receive materials that will help guide them through the day. These materials will include:

- Information on important negotiation concepts
- Negotiation exercises for participation during the seminar
- Structured debriefing notes for each negotiation exercise
- Valuable reference information to help you continue on the journey to becoming a successful negotiator after you leave the classroom

Program Objectives

During this seminar participants will learn how to:

- Prepare for important negotiations
- Identify the appropriate negotiation strategy to match the environment
- Use distributive bargaining tactics effectively to claim value
- Use integrative negotiation tactics effectively to create value
- Balance creating value (cooperation) with claiming value (competition)

If you wish to tailor this program for onsite training at your company, please contact Carrie Herr, CFCI Director, by calling 419-530-2037 or via email at carrie.herr@utoledo.edu.

Program Topics

- Definition and scope of negotiation
- Current research on negotiator performance
- Common mistakes made by negotiators and the reasons why they make them
- Self-assessment of negotiation style/approach
- Preparing for negotiations
- Recognizing the negotiation environment
- Strategy and tactics for distributive bargaining
- Strategy and tactics for integrative negotiation
- The mixed-motive nature of negotiation

About the Instructor



Dr. Robert D. Yonker is an Associate Professor of Management at The University of Toledo. He holds a Ph.D. and M.A. in Industrial and Organizational Psychology from the University of Missouri-St. Louis, and a B.A. in Psychology from Bowling Green State University. Dr. Yonker teaches courses in

Organizational Staffing, Negotiation and Conflict Management, Leadership, and Human Resource Management. In 2008, he was honored by the U.T. College of Business Administration with the DeJute Award for Undergraduate Teaching Excellence. His research interests are in the areas of negotiation/bargaining, judgment and decision making, and various HR topics. His articles have appeared in journals such as *The International Journal of Conflict Management*, *The Journal of Applied Social Psychology*, and *The Journal of Compensation and Benefits*, among others. Dr. Yonker is an active member in the Academy of Management, the International Association for Conflict Management, the Society for Industrial and Organizational Psychology, the SHRM, and the Toledo Area Human Resource Association.