



# Negotiation Mastery

*Negotiation is an essential skill in today's dynamic workplace. Whether you negotiate with customers, suppliers, or colleagues, your ability to negotiate effectively is vital to the success of your organization.*

Harvard Business School Online's Negotiation Mastery prepares you to close deals that might otherwise be dead-locked, maximize value creation in agreements you reach, and resolve differences before they escalate into costly conflicts. This program emphasizes an understanding of both analytical tools and interpersonal techniques for dealing effectively with different bargaining styles and tactics. Participating in this program will allow you to:

- **Understand** negotiation dynamics and how to prepare for uncertainty
- **Learn** to craft agile strategy and be quick on your feet
- **Resolve** small differences before they escalate
- **Secure** maximum value for your organization and yourself
- **Reflect** on personal tendencies and refine your approach to be more effective
- **Engage** with like-minded peers from around the globe and content developed by Harvard Business School faculty

## Quick Facts

- An interactive, immersive, and highly experiential online program
- Hear from 12 expert practitioners and award-winning Harvard faculty
- 4 modules of self-study and 4 real-time negotiations over 8 weeks
- Approximately 40 hours of total learning time
- Certificate of Completion from Harvard Business School Online

## Who is this course for?

Negotiation Mastery is designed for individuals who are involved in negotiations for their organization and who want to hone their negotiation skills in order to capture maximum value. The skills taught in this course are applicable to individuals in a variety of different industries and functional roles.

## About the Harvard Business School Faculty



### Michael A. Wheeler

*Retired Professor of Management Practice*

Professor Wheeler has taught Negotiation in Harvard Business School's MBA program since 1993. He also teaches in a wide variety of on-campus executive courses and is a widely-published author of negotiation, mediation, and dispute resolution books and articles.



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## Syllabus

<b>Introduction</b>		<ul style="list-style-type: none"> <li>• Introduction to a panel of expert negotiators, comprised of a wide range of expert practitioners and Harvard faculty members</li> <li>• Set goals and establish your negotiation preferences and skills through self-assessment exercises</li> <li>• Test your strategic skill set through a negotiation exercise</li> </ul>	<b>Self-Assessment</b>	
<b>Modules</b>		<b>Negotiation Simulations</b>	<b>Key Takeaways</b>	
<b>Module 1</b>	<b>Introduction to Negotiation Analysis:</b> Finding the Zone of Possible Agreement	<b>Negotiating a Single-Issue Agreement:</b> Buying/Selling a Unique Property	<ul style="list-style-type: none"> <li>• Identify your walkaway</li> <li>• Manage the exchange of offers</li> <li>• Close the deal</li> </ul>	<b>Conduct Negotiation</b>
			<b>Feedback</b>	
			<b>Evaluate Performance</b>	
<b>Module 2</b>	<b>Advanced Negotiation Analysis:</b> Creating Value	<b>Rijas and Vericampos:</b> Negotiating a Long-Term Service Contract	<ul style="list-style-type: none"> <li>• Generate value when there is uncommon ground</li> <li>• Manage situations under different and complex scenarios</li> <li>• Dig into the fundamental tension of creating and claiming value</li> </ul>	<b>Conduct Negotiation</b>
			<b>Feedback</b>	
			<b>Spark Creativity</b>	
<b>Module 3</b>	<b>Managing the Negotiation Process:</b> Bargaining Tactics, Style, and Emotion	<b>Discount and Hawkins:</b> Crafting Terms and Conditions	<ul style="list-style-type: none"> <li>• Examine the relational dimension of negotiation</li> <li>• Explore interpersonal dynamics, bargaining styles, tactics, and emotion</li> </ul>	<b>Conduct Negotiation</b>
			<b>Feedback</b>	
			<b>Understand Bargaining Styles</b>	
<b>Module 4</b>	<b>Negotiation Mastery:</b> Forging Agreement within Groups and Organizations	<b>Negotiating a Job Offer:</b> Building Relationships	<ul style="list-style-type: none"> <li>• Apply themes and issues from the course to real life scenarios</li> <li>• Negotiate effectively within groups and organizations</li> </ul>	<b>Conduct Negotiation</b>
			<b>Feedback</b>	
			<b>Resolve Disputes</b>	
<b>Conclusion</b>		<b>Capstone Assignment:</b> You will complete several short essay questions that will help you reflect on what you've learned throughout the course, and consider how you will utilize your new skills in future negotiations.	<b>Capstone Assignment Due</b>	

**Course Takeaway:** You will receive a personalized workbook that incorporates your self reflections, peer feedback, and learnings throughout the course.