

PRIMENEgotiation™

Who should attend?

This course is designed for those individuals in the semiconductor industry who require the knowledge and skills to improve customer support and personnel management.

Course Benefits

Increase knowledge of:
Communication and negotiation skills.
Legal issues relating to the workplace.
Compromising to reach a common objective.

Course Objectives

- Recognize how constructive negotiation strategies can resolve conflict.
- Develop basic negotiation strategies.
- Analyze your own goals, needs, and position within a conflict situation.
- Assess the goals, needs, and position of your opponent within a conflict situation.
- Analyze conflict situations and prepare for the negotiation process.
- Match the negotiation strategy to the situation.
- Implement competitive strategies to guarantee a total "win" outcome.
- Develop a solution that is beneficial to both parties.
- Use compromising strategies that offer a mixed "win/loss" agreement.
- Recognize when accommodation or avoidance strategies are appropriate.
- Recognize and avoid legal and ethical issues associated with negotiations.

Course Modules

1. *Handle Conflict Rationally*
2. *Negotiate for Resolution*
3. *Know your Game Position*

4. *Know the Opposing Position*
5. *Size up the Playing Field*
6. *Choose your Game Plan*
7. *Compete to Win*
8. *Collaborate for Solutions*
9. *Compromise to Move Forward*
10. *Choosing not to Negotiate*
11. *Legal and Ethical Concerns*

Registration Information

Prerequisites: None

Course Length: 26 Hours

Course Type: Web-based Training

Course Number: TRNWEB-67

To enroll or for more information on our products and services, please call our registrar at one of the numbers below or go to www.appliedtraining.com.

- 1-800-468-8888, option 4 (United States)
- 1-512-272-0027 (International)

Computer System Requirements:

Attending this course requires a Windows 98, NT, 2000 or XP computer using Internet Explorer 5.5 or higher. 128MB RAM or higher and high-speed Internet access is also highly recommended.