

# Influencing and Negotiating

## OLC Course Recommendations

### Competency Definition

Persuades others; builds consensus through give and take; gains cooperation from others to obtain information and accomplish goals; facilitates "win-win" situations.

### OLC Component Titles

#### Building Effective Interfunctional Relationships

##### COURSE TSA-COMM-BLDEFFCTIFRELAT-0001

Description: Whom did you talk with at work this week? To accomplish your goals in today's workplace, you not only have to interact with personnel in other departments, you often have to coordinate or even rely on them. Tasks are fluid and flow across functional boundaries. The products or services your company offers require a cooperative effort to produce. But by nature, most companies are structured territorially. Every department head and manager has his or her own troops on call and a personal domain to defend. Protecting your turf may be instinctual, but it's also counterproductive. By not cooperating openly with other sections or departments, you not only interfere with their ability to accomplish their tasks, you undermine your own efforts as well. In this course you'll discover how you may be inadvertently sabotaging yourself when you let your territorial instincts guide your interactions. Once you understand how interfunctional relationships benefit you and your work goals, you'll be ready to learn some communication skills that will help you develop stronger, more productive work alliances across functional boundaries. **Duration=2.5**

#### Building Relationships to Get Results

##### COURSE TSA-COMM-BLDRELTRESULT-0001

Description: You are not the boss. You've been called "peer," "esteemed colleague," "invaluable staff member," and "friend," but no one's even come close to calling you "boss." When you stop to think about it, you realize you have no real authority whatsoever. In fact, you have much more power than you think, even if you are on the bottom rung of the corporate ladder. As Jack London said, "Life is not always a matter of being dealt a winning hand, but sometimes, of playing a poor hand well." In the corporate world, when it comes to getting results when you have no authority, it is imperative that you play your best hand. In this course, you'll learn how. **Duration=2.5**

#### Connect and Communicate

##### COURSE TSA-COMM-CONN-COMM-0001

Description: Believe it or not, you are a born negotiator. Every day you deal with people in some way. Basically, negotiation is a means of getting what you want from others. Unfortunately, other people don't always respond in the way that you want them to and your desires may go unfulfilled. Have you ever found yourself in this situation, wondering what went wrong, why your appeal fell by the wayside? Dale Carnegie understood the complexity of human interaction when he said, "When dealing with people, remember you are not dealing with creatures of logic, but with creatures of emotion." In this course, you will discover methods of emotionally connecting with people in ways that capture their attention and interest in you. You will be introduced to methods of building trust and rapport. You will also have the opportunity to develop critical negotiation skills in communication, such as active listening, reading body language, and applying power words to your conversations. Getting what you want from dealings with others depends on your ability to effectively connect and communicate. This course will lay the foundation for your growth in these areas. **Duration=2.5**

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### Crafting a Deal

#### COURSE TSA-COMM-CRAFTDEAL-0001

Description: "A wise man will make more opportunities than he finds." Could Francis Bacon possibly have been wondering about how to make the most out of his dealings with other people when he wrote those words? Do you ever wonder about your own ability to create opportunities for yourself? Think of something that you really wanted in the past. It could be anything--a promotion at your workplace, a new car, or maybe winning an argument. Recall the situation. How did you approach it? Were you confident about winning? Was the outcome what you wanted? So often, situations don't turn out in the desired way. In this course, you will explore ways to gain clarity and conviction about what you want and why you want it, as well as how to create opportunities to get it. You'll have a chance to assess your values and beliefs about negotiating and examine how negotiating opportunities are connected to personal and professional growth and well-being. **Duration=3.0**

### Gaining Allies, Creating Change

#### COURSE TSA-COMM-ALLIESCHNG-0001

Description: "If you scratch my back, I'll scratch yours." Is this an effective strategy for gaining allies to create change? How about, "If you do it my way, you'll feel better about yourself"? Finding and winning partners for the purpose of creating change is not easy in the intensely competitive and harried environment of the corporate world. It's especially difficult when you lack authority. The people whose help you need most may have no desire to help you, or if they do, they may lack the time. In either case, winning allies, partnering successfully, and creating change require unique strategies when you are not the one who is in control. **Duration=3.0**

### Getting Results through Communication

#### COURSE TSA-COMM-RESULTSCOMM-0001

Description: When you want something done, you have to either do it yourself or see to it that someone else does it. As adept as you may be at multi-tasking, there will be times when you'll need a colleague's help or buy-in to perform a task. But how can you effectively achieve results without any formal authority within the organization? Communication is the answer. Through the effective use of the various forms of communication, you'll be able to extend your influence at work even without any recognized authority. This course is designed to help you become a more effective communicator so that you can become more productive and use written and spoken communication to achieve results. **Duration=3.0**

### Inclusive Negotiating

#### COURSE TSA-COMM-INCLNEGOTIA-0001

Description: "Today's profits are yesterday's good will ripened." Eugene P. Berten obviously understood the benefits of investing in relationships when he spoke these words. Having the ability to effectively negotiate among diverse groups of people is a major feat. Imagine trying to communicate with someone who is very different from you. Perhaps he is from another country, or another generation. How would you approach an individual in either of these situations? What if your ability to interpret a certain gesture or statement is inaccurate? Can you suppose how this situation might go sour during the negotiating process? Inclusive Negotiating is about becoming familiar with both the similarities and the differences among different types of people. In this course, you will explore the cultural characteristics of negotiators from around the globe. You will also discover ways to develop sensitivity to important distinctions among groups that are diverse in other ways. In this way, you can benefit by knowing how to clearly communicate your needs and wants. Likewise, your understanding of your opponent's needs and wants can be known as well, leading to a quicker and more successful outcome. **Duration=2.5**

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### **Leadership without Authority**

#### **COURSE TSA-COMM-LEADWOAUTH-0001**

Description: Lily Tomlin said, "I always wondered why somebody doesn't do something about that. Then I realized I was somebody." Tomlin could have been speaking on behalf of many employees in the corporate world who, despite having little authority, take it upon themselves to become leaders nonetheless. Becoming a leader, and getting results, without authority is especially important in today's corporate culture, where middle management and the concept of seniority are being replaced by a flat organization structure and intense competition. Such an environment makes the need for leadership skills especially crucial. In this course, you'll learn how to circumvent your lack of authority to get results through effective leadership. **Duration=3.0**

### **Negotiating to Mutual Benefit**

#### **COURSE TSA-SALE-NEGOTBENEFIT-0001**

Description: The key to being a skilled negotiator is understanding the difference between negotiating and giving money away. This course demonstrates the stages and rules that will gain you a win/win solution, and with it long-term business. If you follow the guidelines set out here, you will be able to handle customer strategies and still close the deal on terms that keep both your company and your customer happy. **Duration=4.0**

### **Teamwork and Emotional Intelligence**

#### **COURSE TSA-COMM-TEAMEMOTINTEL-0001**

Description: Elizabeth and Cassandra started with the same company at the same time in similar positions. Both were bright women. Both were at the top of the class at prestigious universities. Both had exceptional technical skills. Yet, after six months in the organization, Elizabeth seemed to be making a bigger impact and enjoying more success. She was friendly with members of her own department and knew many other people throughout the organization. People often came to her for advice, and she had no trouble recruiting assistance when she needed it. Cassandra, who had kept her nose to the computer and kept pretty much to herself, was struggling to understand Elizabeth's popularity. When she questioned her team leader, his response was, "You need to be more social." Stunned, Cassandra returned to her cubicle. Social? More social? What does that have to do with work? Although Cassandra's boss may not have realized it, he was talking about teamwork and emotional intelligence. The glue that holds today's work teams together is made up of social competence, the ability to influence others, participation, and collaboration. These skills, combined with a willingness to develop the team, are the hallmarks of effective teams that will be discussed in this course. **Duration=2.5**

### **Teamwork and Results without Authority**

#### **COURSE TSA-COMM-RESULTSANSAUTH-0001**

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Description: When it comes to being a member of a team, what role do you think you should play? Legendary Alabama football coach Bear Bryant said, "In order to have a winner, the team must have a feeling of unity; every player must put the team first--ahead of personal glory." Yet, according to general George S. Patton Jr., -If everyone is thinking alike then somebody isn't thinking.- When it comes to getting results without authority on your team, it's necessary to do both. In this course, you'll learn how to achieve results by playing the game, and you'll learn how to assert yourself. **Duration=2.5**

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### The Dynamics of Interaction

#### COURSE TSA-COMM-DYNAMINTERAC-0001

Description: "The ability to make people believe in you and trust you is one of the few absolutely fundamental qualities of success." To make such a statement, John J. McGuirk was probably inspired by a direct experience that he had in dealing with other people. Based on your own experience, would you agree that interacting with others is connected to success? Think of a time when you got the results that you wanted. Can you also recall the quality of your interaction in that particular situation? How might your results be connected to success? This course is about developing your ability to dynamically interact with others. You will examine types of negotiating styles and strategies and ways to best apply that knowledge in communicating what you want out of a deal. Choosing a style and strategy that feels right for you can enhance your confidence in pursuing your outcome. In addition, you will discover ways to strengthen your emotional control in difficult situations. Keeping a cool head when negotiating about hot issues can sometimes be the determining factor in winning the deal. **Duration=3.0**

### The Master Negotiator

#### COURSE TSA-COMM-MASTRNEGOT-0001

Description: "Knowledge is a treasure, but practice is the key to it." This quote by Thomas Fuller captures one of the guiding philosophies of master negotiating--the desire to constantly hone negotiation skills. Discovering your negotiation power is the first step. Unleashing your negotiating power is the second step; however, you can't stop there. You need more than gumption and gusto to become a master negotiator. Commitment and discipline are a necessity. In this course, you will discover ways to develop mastery in negotiation. Adopting the values, attitudes, and beliefs of master negotiators is a significant step in the process. You will also become familiar with methods of positively influencing others and assuming a power stance. Effective habits of master negotiators are presented along with a tool kit of sure-fire negotiating tips. You may be surprised to discover that developing mastery skills in negotiation is enjoyable and well worth the investment of your time and attention. The best way to get what you want in negotiation is to create opportunities through which to reap your own rewards. Ask yourself, "If not now, when?" The choice is yours. **Duration=2.5**

### The Negotiation Process

#### COURSE TSA-COMM-NEGOPROCESS-0001

Description: "Let us never fear to negotiate. But let us never negotiate out of fear." What do you think John F. Kennedy was thinking about when he spoke these words? Have you ever felt fearful while negotiating? Negotiating is unavoidable. It is a natural part of life, like the emotion of fear. Understanding that fear is a form of stress can help explain why it can crop up during the negotiation process if you are unprepared. Feelings of uncertainty can wreak havoc with any deal. The intent of this course is to prepare you to negotiate from a place of strength, not fear. The process and stages of negotiation are explained in a step by step, practical way. Investigator, presenter, bargain-hunter, and winner--you'll explore how to assume each of these roles as you learn about the essential aspects of what you need to know and do before, during, and following negotiation. From the beginning, you'll discover how to ask for what you want and how it is possible to achieve a win-win solution in any negotiation situation. **Duration=2.5**

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#### **When the Going Gets Tough**

##### **COURSE TSA-COMM-GOINGGETTUF-0001**

Description: "It is common sense to take a method and try it; if it fails, admit it frankly, and try another. But above all, try something." Franklin D. Roosevelt spoke these words of wisdom. Negotiating can be challenging, especially when the stakes are high. It's possible to be suddenly stopped in your tracks when an event or circumstance sends the whole deal reeling. Have you ever been involved in a tough negotiation? How did you handle it? Moving past the glitches in negotiation requires savvy and an ability to stay focused on your ultimate goal no matter what it takes to get there. This course explores ways to navigate around the potholes, barriers, and hurdles that may appear during negotiation. You'll discover methods of dealing with them rather than avoiding them or being sidetracked by challenges. In addition, you'll examine the basics of third-party intervention and fostering good will. **Duration=2.5**