



## South Central Public Health Partnership

### TRAINING PROFESSIONALS TO PROTECT THE PUBLIC

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### **Negotiating Skills for Changing Times**

**Instructor:** Ellen Belzer, MPA

In today's quickly changing, dynamic, and sometimes-volatile health care environment, negotiation skills are more important than ever before. In this course, participants will learn how to negotiate better agreements and resolve conflicts more effectively, while developing better inter-professional relationships in the process. Other specific topics include: selecting the best negotiation style, how to use time techniques effectively, ways to uncover the other party's hidden agenda, how to neutralize emotionalism, the secret to protecting oneself against poor agreements, how framing and anchoring strategies can help get better outcomes, and when and how to make creative solutions, compromises and concessions. A proven six-step negotiation process is central to this course.

#### **Learning Objectives**

- Identify the differences between hard, soft, and principled negotiation styles
- Apply strategies to neutralize emotionalism in themselves as well as the other party
- Define and apply the BATNA concept as a protection against poor agreements
- Apply framing strategies in ways that contribute to distributive or integrative outcomes
- Identify the three components of establishing a bargaining range
- Use the six-step negotiation process to reach better agreements and resolve conflicts more effectively, while improving interprofessional relationships
- Identify several mistakes that people commonly make when negotiating at an uneven table
- Know how to utilize power effectively during a negotiation when holding greater or lesser power than the other party
- Identify ways to use power strategies to create a more symmetrical power relationship at the negotiating table and thus achieve better outcomes

#### **Competencies**

- Apply creative problem solving and flexible thinking to unusual challenges with his/her functional responsibilities and evaluate effectiveness of all actions taken

*\*Bioterrorism and Emergency Readiness*

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