

# TRAINING PLAN

## The Secrets of Power Negotiation



### EXPERTS IN PROFESSIONAL DEVELOPMENT

MP-Plus group has been delivering personalized training to companies for more than 25 years. We train more than 3,200 professionals every year.

Our training programs are popular because they are structured and personalized to meet your specific needs.



## ABOUT MP-PLUS

MP-Plus Group is a leader in the field of professional development. We deliver world-class training in leadership, commitment, achievement, and fun at work - thereby bolstering Québec's international reputation in this regard. Our mission is to enable your professional development by optimizing your personal potential.

What sets us apart is the positive impact that our training programs have on the bottom line. To what do we owe our success? To our steadfast commitment, up-to-the-minute expertise, and reliable processes.

For the past 25 years plus, MP-Plus Group has trained and mobilized personnel at many major companies, resulting in direct positive impacts on more than 250,000 people.

As an external consultant, MP-Plus Group has provided the guidance that Mouvement Desjardins needed to transform itself into a client-centric organization and helped many of Québec's top 100 companies to achieve strong growth.

MP-Plus Group has built its reputation on outstanding training performance and optimal practices. Our team includes first-rate trainers such as sports psychologist and TV commentator Sylvain Guimond and non-verbal business communication specialist Christian Martineau. At one time, former Québec Vice-Premier Monique Jérôme-Forget also contributed her expertise to our professional training offer.

With every MP-Plus training program, your organization takes a giant step toward achieving the best version of itself.



François Trachy, Director of Development



# TRAINING: The Secrets of Power Negotiation

## Context:

The ability to negotiate effectively is truly an essential life skill. It is important to be a strategic negotiator not only in business, but also in other aspects of our lives. This workshop shows participants how to prepare for a negotiation session and use a negotiation style that is strategic and structured. They will learn how to get what they want while the other party also feels satisfied. This workshop focuses on the 3 rules you need to follow to ensure a win-win outcome in any negotiation process.

This is a dynamic and highly interactive course where participants will have the opportunity to engage in exercises, role-playing, and simulation scenarios.

## Objectives:

### AT THE END OF THIS WORKSHOP TRAINING, YOU WILL KNOW HOW TO:

- ✓ Prepare physically and mentally
- ✓ Discover the greatest success factor in negotiations
- ✓ Understand the principles and requirements for effective negotiations
- ✓ Understand the game and gambits in negotiations
- ✓ Achieve a true win-win outcome for long-lasting relationships

## CONTENT

### 1. Principles to observe

- ✓ The negotiator's personality
- ✓ The negotiator's biases and perceptions
- ✓ The message behind the message
- ✓ Distractions and gambits
- ✓ Feedback and steps that will lead inevitably to an agreement
- ✓ Staying focused on the outcome

### 2. The five aptitudes of an effective negotiator

### 3. The five characteristics of a successful negotiation

### 4. How to transform "No" into "Maybe" and "Maybe" into "Yes"

## 5. Seven ways for crafting effective and convincing arguments

- ✓ Recognizing the 5 types of decision-makers
- ✓ Change your persuasion strategy
- ✓ Determining the personality and values of the other party
- ✓ The verbal and non-verbal cues you put forward
- ✓ The impact of what you don't say but still communicate
- ✓ Delivering your message clearly to varying personalities (with real-world examples and practical exercises)

## 6. Three rules for achieving win-win outcomes

## 7. Influence with integrity

- ✓ The S.P.I.N. model to discover the need behind the need
- ✓ Listening beyond the spoken word
- ✓ Uncovering criteria and their equivalence (hot buttons)
- ✓ Language is generative: communicate differently and influence with integrity

## 8. Develop sensorial acuity to capture the unsaid but communicated

- ✓ Signs of the client's state of readiness
- ✓ Decoding the unspoken messages (face to face and on the telephone)
- ✓ Uncovering bluffing games

## 9. Why "telling" is not "selling": how to increase your closing ratio

- ✓ Practising mental judo
- ✓ Using the compass of language wisely

## 10. Managing stress and emotions during negotiations

### METHODOLOGY

- ✓ Preparatory work: Participants will identify the steps in their transactional process from A to Z (What do they seek to accomplish? How do they prepare? What kinds of interactions do they have with others? What are the obstacles they face? What are their reactions to these challenges? How do they conclude their meetings?)
- ✓ Presentations on interactive concepts
- ✓ Scenarios
- ✓ Individual Improvement Plan

## THE TRAINER

### **Fares Chmait**

EXECUTIVE COACH - SPEAKER - TRAINER- AUTHOR

With his energy and devotion, Fares Chmait has enabled a wide variety of companies to meet their business goals since 1986. Inspired and inspirational, Fares Chmait is not satisfied playing the mere roles of trainer, consultant, and speaker. He is totally involved in the process of provoking change and positively influencing his clients' destiny by supplying them with effective and productive tools.



As a guest lecturer at Concordia University's John Molson School of Business Executive Centre and at York University's Schulich Executive Centre, he puts his vast and varied business experience at the disposal of management executives from all over the world. His unique approach is cultivated and refined by what he calls the "human factor." His expertise in the study of individuals' subjective experience sheds light on why people "do what they do," and not what they SHOULD do. He has mastered the following subjects: leadership, emotional intelligence (EI), reading and interpreting the hidden side of communication (he taught this course to provincial government investigators for five years), project management, the individual within the team, public speaking, negotiation, cultural differences, and intergenerational communication.

Fares Chmait has shared the fruits of his experience with clients from 20 different nations, working in four different languages. In addition to being an outstanding speaker, his knowledge of different national and ethnic groups has proved a major asset in this era of globalization, allowing him to adapt his presentations to his clients' cultural and entrepreneurial reality.

Practitioner to the core and firm believer in his methods, Fares Chmait is the author of numerous publications, including *Beyond Selling* (1995), recognized as one of the best works on the application of new communication techniques to the sales process. He has also co-authored *Coupables de réussir* (2002) and authored *The Power of Decision* (2012).

