



“Regardless of how much our views differed...we could always come back to common ground.”

## CARM® RELATIONSHIP CENTRED NEGOTIATION – *Principle Oriented Influence*

### » Program Overview

Being a good negotiator is a crucial life skill for successful people. It's beneficial to possess these skills as a professional person in either corporate life or public service as much as it is in your personal and social life.

It's as much a sophisticated skill that creates competitive advantage as it is a fine art form for preserving relationships and building trust. Regardless of the context, it is worth exploring, developing and enhancing your skills as you will no doubt come to rely upon them in many aspects of your life.

A successful negotiation can be construed as an opportunity to outwardly focus on the future, with joint exploration of opportunities in which new possibilities and mutual benefit can be derived.

As one determined negotiator said after years of being involved in the troubled Northern Ireland peace process, *“Regardless of how much our views differed, or how many issues remained unresolved and even when the process stalled and broke down or we lost our way. We could always come back to common ground... (stop the violence and stop the killing), something we all wanted as an outcome above everything else”.*

Having the capacity to know what to agree on and then the ability to influentially persuade the other party to agree; requires expertise, considerable knowledge, practice and a well founded approach underpinned by a sound process in which preparation is key.

There is no silver bullet to being a good negotiator; good negotiators understand the benefit derived from gathering intelligence and asymmetric

information, undertaking detailed appreciations, contingency planning, considering human relationships, developing trust and mutuality, evaluating opportunity cost and rehearsing.

The CARM® Approach to Relationship Centred Negotiations will provide you with a robust and proven framework to guide you through the three important phases of; preparation, participation and implementation of agreements and outcomes, all of which are designed to strengthen and enhance your capability.

Developing these core skills will strategically position you to realise your full potential as a negotiator, and achieve the very best outcomes possible.



# Key Learning & Development Areas

## > PERSPECTIVE ON NEGOTIATION

- Describe the purpose and objectives of negotiation
- Identify different approaches to negotiation and the universal outcomes they are most likely to produce
- Identify common factors that increase success in negotiations or increase intractability.

## > PREPARATORY MEASURES – THE APPRECIATION PROCESS

- Review a case for negotiation including planning and participating in a negotiation
- Apply a comprehensive appreciation process in preparation for a negotiation to elicit and critically analyse factors and determine courses of action crucial to the success of the negotiation.

## > POSITIONS IN NEGOTIATION

- Identify and examine different positions in negotiation and how they affect the process
- Outline the features and benefits of the 'Principle Centred Approach' and distinguish these from an 'Interest' driven perspective
- Prepare a guide document/set of rules for establishing the terms of agreement at the commencement of a negotiation.

## > PRINCIPLE CENTRED INFLUENCE MODEL

- Outline the CARM® Principle Centred Influence (PCI) Model – providing a framework for achieving influence through collaborative communication
- Apply intrapersonal skills to manage stress and navigate pro-actively through instinctive and negative emotional thinking
- Communicate own and others concerns in a way that increases influence instead of increasing resistance

- Learn and practice applied persuasive communications. Designed to move embattled monologue to respectful and productive dialogue
- Participate in further practical activities to enable PCI skills to be practiced and developed into your own style.

## > EMOTIONAL INTELLIGENCE COGNITIVE & BEHAVIOURAL PROCESSES

- Outline the Cognitive & Behavioural Pathway (linked to Emotional and Social Intelligence) and trace how emotions and behaviour may be influencing decisions, actions and behaviour, which can jeopardise outcomes.

## > BEYOND NEGOTIATION

- Describe the processes for monitoring, reporting and following up on initial outcomes of a negotiation, including when to re-open negotiations
- Apply a tool to assist in de-briefing and reviewing a negotiation process.



## » Benefits

- ✓ Improved outcomes in negotiation
- ✓ Improved quality of decisions made in negotiations
- ✓ Improved capability to monitor outcomes and re-open negotiations productively
- ✓ Enhanced ability to review negotiations and implement continuous improvements
- ✓ Increased confidence in communicating through challenging and stressful situations under pressure
- ✓ Improved capability to persuasively influence others thinking/perspective and behaviour
- ✓ Enhanced ability to analyse situations, people and emotions.

## » Who would benefit

- Executives (Personalised Coaching Services)
- Senior Managers (Business and Government)
- Private or public sector negotiators
- Professional Services Personnel
- Industrial Representatives
- Contract Managers (Sales and Procurement)
- People focused on professional development.

## » Summary of features

### » PRODUCT FEATURES

1. Reliable and unique approach leading to 'YES' without wasting time and resources (*employing proven psychological principles*).
2. A tool to conduct a full Appreciation Process that improves decision making (*distinguishing the opportunity cost of 'committing to' – versus – 'withdrawing from' negotiations*).
3. CARM® Cognitive and Behavioural Map for negotiations (*understanding the role of emotional and behavioural intelligence*).
4. CARM® Principle Centred Influence model (*applying psychological principles of Influence*).

5. CARM® 'Debriefing Negotiations' – A tool that guides the review of key lessons learnt from an entire negotiation process, encouraging continuous improvement.

### » SERVICE FEATURES

1. Programs are contextualised and delivered to your specific business and environmental needs and budget.
2. Comprehensive Individual Achievement Reporting providing detailed feedback against CARM® performance indicators.
3. Professional development reports and evaluations.

4. Flexible delivery options including:
  - Individually tailored coaching services
  - Small group sessions of varying durations.
6. Individual preparatory support services including:
  - Pre-negotiation skills practice sessions including rehearsals with video recording for self appraisal coaching and identification of areas for development
  - Negotiation debriefs and support implementing
  - Negotiated outcomes.

## » Duration



This program can be flexibly delivered to meet your specific needs.

We offer the following options:

- TWO DAY (2 day) Professional Development (Coaching and skill based program)
- ONE DAY (1 day) Professional capability session

- HALF DAY (1/2 day) High Impact Coaching Sessions – (These are context specific sessions to address current workplace challenges).
- Talk to us to design a process for delivery that meets your current needs.

## » Methodology

Our learning approach incorporates a number of methodologies to ensure participants needs are thoroughly met.

Throughout the professional development program, we actively engage and encouraged people to participate in the learning process.

We combine the theory with detailed situational case studies, interactive discussions and skill development.

Our presentations are supported by a range of mediums to stimulate interest, thought and retention.

We deliver a range of specifically designed proprietary tools. These tools are designed to help participants reflect on their current capabilities whilst providing guidance and direction for ongoing personal and professional development.

Participants leave our programs enriched with ideas as well as being equipped with market leading tools for their application in the workplace. This is invaluable for change to take place and for improvements in effective negotiations.

Negotiation sessions can also be digitally recorded to enable playback, review and factual self evaluation.

Participants will complete a Negotiation Appreciation Process and develop a Stakeholder Negotiation Plan. They receive ongoing coaching and support throughout the implementation process.

“Sharing the same space  
doesn't have to be competitive”

## » Further information

For more details about this program including coaching outcomes, learning strategies, delivery options, please phone 1300 367 475 or email [contact@carmthinking.com.au](mailto:contact@carmthinking.com.au)

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