



Dedicated to Improving Your Bottom Line
LEE JAMES & ASSOCIATES

Presents

WIN/WIN Negotiating

“Obtain What You Deserve”

Approach:

- ▼ **Recommended 1-day program**
- ▼ **Will customize and personalize sessions to fit specifically with your procedures**

Who should attend:

- ▼ **Anyone who wants to improve their negotiating skills**

BENEFITS

Some of the most technically proficient professionals are uncomfortable in negotiating. Experience reveals that many people have difficulty negotiating dollars, budgets, pricing, changes, and other associated issues. Those who become comfortable negotiating positively differentiate themselves and their company. Better pricing, budgets and schedules are obtained. When changes occur, more favorable adjustments result. Whenever issues of deposits, retainers, pricing, billing, collecting, etc. occur, the confident professional is better prepared to negotiate positively. This program provides participants the tools to achieve success while building strong relationships with clients and suppliers.

Numerous real-life experiences, case studies and negotiating exercises are used to teach and bring to light the principles taught. Sessions are highly interactive with active learning occurring throughout.

Sessions cover such topics as:

- ▼ Become comfortable negotiating
- ▼ Recognizing tactics used by others and how to counter
- ▼ Build positive and stronger relationships with customers through the negotiation process
- ▼ Increase profit by negotiating better terms
- ▼ Arm yourself with the skills to be a successful negotiator
- ▼ Learn from past experiences of others
- ▼ Develop a mock negotiation plan and do negotiating during the session

OUTLINE

Sessions are developed to meet the needs of the employees, customers and profitability.

Establishing Baseline – Definitions, when and where negotiating occurs, how well do you negotiate?

Planning and Preparing – Objectives, alternatives, prioritizing, timing, research, use of experts

Doing the Negotiation – Logistics, determining authority, assessing others negotiating style, reaching your objectives, controlling emotions, caucusing

Concluding Negotiations – Timing, trade-offs, when to offer concessions, addressing impasses, when to walk away, documenting

Mock Negotiating – Pricing, payment terms and conditions, billing and collecting, changes, budget overruns - *Exercises*

Conclusion – Profile of a good negotiator, survival rules, win/win benefits

PARTICIPANTS COMMENTS

The course material and leader consistently receive excellent ratings. Representative comments received from participants are:

"This seminar is vital. I would recommend that all employees be exposed to this."

"Very good seminar. The exercises were a very good training tool. One of the most helpful things of the day was 5 things to review before going into the negotiation session."

"Exercises and Task Group work were a great way to get the attendees to participate."

"Very useful. Always liked the simulations. Good instructor."

"Lee does a good job of mixing in examples from his experiences and keeping the interest of his audience."

Very professional, knows our business which really made the seminar worthwhile."

"Great program; good ideas to take with me."

"Very good. Role playing was very helpful."

"Core message – Ask for what is deserved."

"Great points to think about. Will immediately be helpful. Definitely worth my time. Glad I was able to attend."

"Lots of good advice that can be used in many circumstances."

INSTRUCTOR

Lee James is a CPA and CMC who has worked with engineers and architects for the last 15+ years. Training and teaching have been a part of Lee's career for the past 25+ years. Lee develops and teaches training courses throughout the U.S. He is an enthusiastic and energetic trainer who keeps your attention. Numerous case studies and exercises are used to embed the principles taught.

Lee is active in several engineering professional societies and is continually promoting good business practices through authoring articles and completing training sessions. He was Vice President of Finance for an international engineering consulting firm and worked daily with projects, project managers and clients in developing pricing strategies, managing billing and collections, addressing change issues and negotiating win-win solutions. Previously, Lee worked with Ernst & Young as a project manager and trainer and as the Chief Financial Officer for a computer software engineering firm.

Lee now does similar work with his firm. He constantly experiences the challenges of fulfilling project technical aspects; as well as financial and business needs. Consulting, training and ownership transfer projects are continually in process. Lee has successfully put into practice all the principles he teaches in this program.

On-site training and flexibility

The program is designed to be flexible with regard to format, timeframe and location. The curriculum is developed so that organizations wanting shorter sessions, dealing with specific problems, are accommodated. While we encourage the complete one-day program, other formats are available. As an added benefit, we can customize it to meet your company's specific needs as well as policies and procedures.

Due to the interactive nature of the session, class sizes of less than 40 people are recommended.

A Participant Manual, handouts and reference materials are provided for use throughout the sessions and after completion.

For more information or to schedule, please visit our website or call:

Lee James & Associates

www.leejames.com

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