



Part 1

Download materials

Complete modules

- Manage Negotiation Tension
- Employ Negotiating Behaviors
- Position Value Advantageously
- Set High Targets to Drive More Value



Part 2

Complete modules:

- Manage Information
- Satisfy Needs Over Wants
- Use Concession Strategy to Control Customer Emotions

Complete assignment:

- Negotiation Principles Challenge Preparation



Video Challenge

Participants are challenged to use what they learned by video recording themselves presenting their message. Then, they receive personal coaching on the substance of their video's content and the quality of their delivery based on the grading rubric.

Post Training Skills Reinforcement

Participants receive the **Virtual Coach service**, a decision-specific library of guides designed to sustain skills adoption.

