



Negotiation Mastery

Negotiation is an essential skill in today's dynamic workplace. Whether you negotiate with customers, suppliers, or colleagues, your ability to negotiate effectively is vital to the success of your organization.

Harvard Business School Online's Negotiation Mastery prepares you to close deals that might otherwise be dead-locked, maximize value creation in agreements you reach, and resolve differences before they escalate into costly conflicts. This program emphasizes an understanding of both analytical tools and interpersonal techniques for dealing effectively with different bargaining styles and tactics. Participating in this program will allow you to:

- **Understand** negotiation dynamics and how to prepare for uncertainty
- **Learn** to craft agile strategy and be quick on your feet
- **Resolve** small differences before they escalate
- **Secure** maximum value for your organization and yourself
- **Reflect** on personal tendencies and refine your approach to be more effective
- **Engage** with like-minded peers from around the globe and content developed by Harvard Business School faculty

Quick Facts

- An interactive, immersive, and highly experiential online program
- Hear from 12 expert practitioners and award-winning Harvard faculty
- 4 modules of self-study and 4 real-time negotiations over 8 weeks
- Approximately 40 hours of total learning time
- Certificate of Completion from Harvard Business School Online

Who is this course for?

Negotiation Mastery is designed for individuals who are involved in negotiations for their organization and who want to hone their negotiation skills in order to capture maximum value. The skills taught in this course are applicable to individuals in a variety of different industries and functional roles.

About the Harvard Business School Faculty



Michael A. Wheeler

Retired Professor of Management Practice

Professor Wheeler has taught Negotiation in Harvard Business School's MBA program since 1993. He also teaches in a wide variety of on-campus executive courses and is a widely-published author of negotiation, mediation, and dispute resolution books and articles.



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Syllabus

Introduction		<ul style="list-style-type: none"> • Introduction to a panel of expert negotiators, comprised of a wide range of expert practitioners and Harvard faculty members • Set goals and establish your negotiation preferences and skills through self-assessment exercises • Test your strategic skill set through a negotiation exercise 	Self-Assessment	
Modules		Negotiation Simulations	Key Takeaways	
Module 1	Introduction to Negotiation Analysis: Finding the Zone of Possible Agreement	Negotiating a Single-Issue Agreement: Buying/Selling a Unique Property	<ul style="list-style-type: none"> • Identify your walkaway • Manage the exchange of offers • Close the deal 	Conduct Negotiation
			Feedback	
			Evaluate Performance	
Module 2	Advanced Negotiation Analysis: Creating Value	Rijas and Vericampos: Negotiating a Long-Term Service Contract	<ul style="list-style-type: none"> • Generate value when there is uncommon ground • Manage situations under different and complex scenarios • Dig into the fundamental tension of creating and claiming value 	Conduct Negotiation
			Feedback	
			Spark Creativity	
Module 3	Managing the Negotiation Process: Bargaining Tactics, Style, and Emotion	Discount and Hawkins: Crafting Terms and Conditions	<ul style="list-style-type: none"> • Examine the relational dimension of negotiation • Explore interpersonal dynamics, bargaining styles, tactics, and emotion 	Conduct Negotiation
			Feedback	
			Understand Bargaining Styles	
Module 4	Negotiation Mastery: Forging Agreement within Groups and Organizations	Negotiating a Job Offer: Building Relationships	<ul style="list-style-type: none"> • Apply themes and issues from the course to real life scenarios • Negotiate effectively within groups and organizations 	Conduct Negotiation
			Feedback	
			Resolve Disputes	
Conclusion		Capstone Assignment: You will complete several short essay questions that will help you reflect on what you've learned throughout the course, and consider how you will utilize your new skills in future negotiations.	Capstone Assignment Due	

Course Takeaway: You will receive a personalized workbook that incorporates your self reflections, peer feedback, and learnings throughout the course.