

Negotiation Management Certification Hierarchy Course

CERTIFIED NEGOTIATION PROFESSIONAL

[NCN-P™]

Course Brochure



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Course Overview

107+ High Quality Videos

High quality, interactive, and engaging online videos teach each chapter and knowledge

area. All course videos are prepared and presented by industry experts.

56+ Test Questions

Practice tests for each chapter help students gauge their preparedness. You even have the flexibility to select the number of chapter test questions you want to attempt.

90+ Terms and Definitions

Important terms and concepts for all chapters and knowledge areas are included. You can also use these terms as a collection of flashcards for practice and review.

Mobile App

Access courses in all formats anytime, anywhere through our innovative mobile app and enjoy the same learning experience that you get online.

Progress Tracking

Track your progress in any course and chapter online or on mobile app and continue from where you left off.

Certification Exam

Exam is online and proctored. Candidates have to schedule their exam. The Certification Authority verifies the application, confirms the exam date and time. Candidates have 2 hours to answer 100 questions.

Course Access Duration

180 days

Detailed Course Contents

1. INTRODUCTION

- 1.1. **OVERVIEW OF NEGOTIATION**
 - Types of Negotiation
 - Negotiation Styles
 - Alternatives
 - BATNA
 - Walk-Away Point
 - ZOPA
- 1.2. **WHY USE NEGOTIATION?**
- 1.3. **PURPOSE OF THE NBOK™ GUIDE**
(Negotiation Body of Knowledge Guide)
- 1.4. **CERTIFICATION SCHEMA**
 - Associate Level Certification
 - Professional Level Certification
 - Specialist Level Certification
 - Expert Level Certification
- 1.5. **FRAMEWORK OF THE NBOK™ GUIDE**
 - 1.5.1. How to Use the NBOK™ Guide
 - 1.5.2. Negotiation Aspects
 - 1.5.2.1. Justification
 - 1.5.2.2. Distributive vs Integrative Negotiation
 - 1.5.2.3. Customization
 - 1.5.2.4. Non-linear Process with Uncertain Outcomes
 - 1.5.2.5. Human Relations Issues in Negotiation
 - 1.5.2.6. Organization for Negotiation
 - 1.5.2.7. Ethics

- 1.5.3. Negotiation Processes
 - 1.5.3.1. Prepare for Single-Issue Negotiation
 - 1.5.3.2. Conduct Single-Issue Negotiation
 - 1.5.3.3. Prepare for Multi-Issue Negotiation
 - 1.5.3.4. Conduct Multi-Issue Negotiation

2. ASPECTS OF NEGOTIATION

- 2.1. **JUSTIFICATION**
 - 2.1.1. Why Negotiate?
 - 2.1.2. Benefits of Negotiation
- 2.2. **DISTRIBUTIVE VS. INTEGRATIVE**
 - 2.2.1. Distributive Negotiation (Win-Lose)
 - 2.2.2. Integrative (Win-Win)
 - 2.2.3. Differences between Distributive and Integrative Negotiation
- 2.3. **CUSTOMIZATION**
 - 2.3.1. Multi-phase Negotiation
 - 2.3.2. Multi-party Negotiation
- 2.4. **NON-LINEAR PROCESS WITH UNCERTAIN OUTCOMES**
 - New Alternatives
 - Change in Negotiator
 - Change in negotiation process
 - Change in nature of relationship

2.5. HUMAN RELATIONS ISSUES IN NEGOTIATION

- 2.5.1. Negotiation Styles
- 2.5.2. Perception and Cognition
- 2.5.3. Communication in Negotiation

2.6. ORGANIZATION FOR NEGOTIATION

- 2.6.1. Negotiation for self or through agents
- 2.6.2. Authority of person negotiating

2.7. ETHICS

- End-result ethics
- Rule ethics
- Social contract ethics
- Personalistic ethics

3. PREPARE FOR SINGLE-ISSUE NEGOTIATION

3.1. UNDERSTAND YOUR NEGOTIATION SITUATION

3.1.1. INPUTS

- 3.1.1.1. Issue for Negotiation
- 3.1.1.2. Your Negotiation Capabilities
- 3.1.1.3. Past Negotiation Results

3.1.2. TOOLS

- 3.1.2.1. Aspects of Negotiation
- 3.1.2.2. Analyses of Alternatives
- 3.1.2.3. Primary Research
- 3.1.2.4. Secondary Research
- 3.1.2.5. Meetings and Discussions
- 3.1.2.6. Framing
- 3.1.2.7. Assessing Constraints
- 3.1.2.8. Understanding you Negotiation Leverage
- 3.1.2.9. Risk Assessment

3.1.3. OUTPUTS

- 3.1.3.1. Your Resource Availability for Negotiation
- 3.1.3.2. Your Alternatives
- 3.1.3.3. Your BATNA
- 3.1.3.4. Your Walk-Away Point
- 3.1.3.5. Your Negotiation Reference Frame
- 3.1.3.6. Your Negotiation Aspects
- 3.1.3.7. Your Outcome Preferences

3.2. UNDERSTANDING NEGOTIATION SITUATION OF THE OTHER PARTY

3.2.1. INPUTS

- 3.2.1.1. Issue for Negotiation
- 3.2.1.2. Your Negotiation Capabilities
- 3.2.1.3. Past Negotiation Results
- 3.2.1.4. Other Party Negotiation Capabilities
- 3.2.1.5. Your Resource Availability for Negotiation
- 3.2.1.6. Your Walk-Away Point
- 3.2.1.7. Your Alternatives
- 3.2.1.8. Your BATNA
- 3.2.1.9. Your Negotiation Reference Frame
- 3.2.1.10. Your Negotiation Aspects
- 3.2.1.11. Your Outcome Preferences

3.2.2. TOOLS

- 3.2.2.1. Aspects of Negotiation
- 3.2.2.2. Analysis of Alternatives of Other Party
- 3.2.2.3. Primary Research
- 3.2.2.4. Secondary Research
- 3.2.2.5. Meetings and Discussion

- 3.2.2.6. Assessing Constraints of the Other Party
- 3.2.2.7. Understanding Negotiation Leverage of the Other Party
- 3.2.2.8. Risk Assessment of the other party

3.2.3. OUTPUTS

- 3.2.3.1. Expected other part resource availability
- 3.2.3.2. Expected other party alternatives
- 3.2.3.3. Expected other party BATNA
- 3.2.3.4. Expected other party walk-away point
- 3.2.3.5. Expected ZOPA
- 3.2.3.6. Expected other party Negotiation reference frame
- 3.2.3.7. Expected other party negotiation aspects
- 3.2.3.8. Expected other party outcome preferences

4. CONDUCT SINGLE-ISSUE NEGOTIATION

4.1. PLAN FOR NEGOTIATION

4.1.1. INPUTS

- 4.1.1.1. Your resource availability for negotiation
- 4.1.1.2. Your Alternatives
- 4.1.1.3. Your BATNA
- 4.1.1.4. Your Walk-Away Point
- 4.1.1.5. Your Negotiation Reference Frame
- 4.1.1.6. Your Negotiation Aspects
- 4.1.1.7. Your Outcome Preferences
- 4.1.1.8. Expected Other Party Resource Availability
- 4.1.1.9. Expected Other Party Alternatives

- 4.1.1.10. Expected Other Party BATNA
- 4.1.1.11. Expected Other Party Walk-Away Point
- 4.1.1.12. Expected Other Party Negotiation Reference Frame
- 4.1.1.13. Expected Other Party Negotiation Aspects
- 4.1.1.14. Expected Other Party Outcome Preferences

4.1.2. TOOLS

- 4.1.2.1. External Expertise
- 4.1.2.2. Negotiation Planning Session
- 4.1.2.3. Negotiation Research

4.1.3. OUTPUTS

- 4.1.3.1. Logistics for Negotiation
- 4.1.3.2. Calibration of Outcomes
- 4.1.3.3. Expected Negotiation Paths
- 4.1.3.4. Your Negotiators
- 4.1.3.5. Other Party Negotiators
- 4.1.3.6. Potential Bottlenecks

4.2. CONDUCT THE NEGOTIATION

4.2.1. INPUTS

- 4.2.1.1. Logistics for Negotiation
- 4.2.1.2. Calibration of Outcomes
- 4.2.1.3. Expected Negotiation Paths
- 4.2.1.4. Your Negotiators
- 4.2.1.5. Other Party Negotiators
- 4.2.1.6. Potential Bottlenecks
- 4.2.1.7. Your BATNA
- 4.2.1.8. Your Walk-Away Point
- 4.2.1.9. Expected Other Party BATNA
- 4.2.1.10. Expected Other Party Walk-Away Point

4.2.1.11. Your Negotiation
Reference Frame

4.2.1.12. Expected Other Party
Negotiation Reference
Frame

4.2.2. TOOLS

4.2.2.1. Opening the
Negotiation

4.2.2.2. First Offer

4.2.2.3. Second Offer

4.2.2.4. Subsequent Offers

4.2.2.5. Tactics for Negotiation

4.2.2.6. Managing Agents

4.2.3. OUTPUTS

4.2.3.1. Negotiated Deal

4.2.3.2. Negotiated Deal Terms
and Conditions

4.2.3.3. Satisfied Parties

4.2.3.4. Potential for Future
Deals



Who we are

EDDS Consulting was founded in 2012. Facilitating a growing list of clients in Pakistan as well as in the USA, UK, Belgium, UAE, Australia and Egypt. We help our clients (individuals as well as organizations) to mark their way in the continuous pursuit of excellence through Management Systems design/improvement & implementation and make it sustainable through training and certifications.

EDDS Consulting offers services in three major areas: Management Consulting, General Management Training and Professional Certifications.

Partnership

EDDS Consulting is an Authorized Training Partner with the VMEdU Inc, USA for Globally Recognized Professional Certifications in various disciplines.

Training and Certification Disciplines

Project Management | Sales and Marketing | Scrum & Agile | Quality Management | Negotiations Management | Lean Management | Time Management

Management Consulting Services

Lean Transformation (Lean and Six Sigma System Design/Improvement and Implementation) | Business Intelligence Solutions

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