

# Case Study

## Strategic Negotiation Skills

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# ABOUT CLARKMORGAN

CLARKMORGAN ENABLES MULTINATIONAL ORGANISATIONS to execute upon strategy by designing and delivering relevant and impassioned learning programs that develop the capabilities of our clients. Putting that simply, we help people evolve through transformative training.

Opened in Shanghai in 2001, where it is still headquartered today, ClarkMorgan has become an industry leader, winning back-to-back CCH China Staff 'Training Firm of the Year' awards in both 2007 and 2008 and beating international and long-established competition. In 2023 we now celebrate our 22nd year of success in China.

ClarkMorgan brings a multinational team of business savvy consultants and trainers together, providing services to the Fortune 500 and Global 1000 firms especially Local Chinese Firms operating within the Asia Pacific region. We assist in small, one-off programs, but more often than not, our staff are dispatched across the region, helping organisations develop their staff's skills and ultimately hit their KPIs.

Furthermore, ClarkMorgan is active in supporting the non-for-profit sector in this regional, launching Spark China in 2009, and founding the Chinese Association of Training & Development Specialists (CATDS) in 2012.

ClarkMorgan also works closely with China-based charities, including The Library Project, Pretty in Pink Shanghai, and WWF.

# BACKGROUND

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This client is an international transport and logistics company with its head office in Lauterach, Austria. The company has around 8,000 employees working at 180 company-owned locations in 35 countries.

Its portfolio is wide-ranging. In addition to its land transport and Air & Sea freight operations, the logistics solutions and parcel service play key parts in the company's success.

Their managers need to communicate with different parties to make sure the logistic services they provide are flawless. They often face situations where negotiation skills are essential.

This Negotiation Skills training is to help participants learn how to define their strategic position and plan their negotiations. By applying appropriate strategies and tactics, they facilitate a productive discussion and drive it toward an outcome, which is in their favor or mutually beneficial.

## SOLUTION

### **The training program includes:**

- Understanding your own Management and Negotiation Style
- Preparing for a Negotiation – The Harvard Method
- Building Rapport- Improving Client relationships
- Understanding Stakeholder’s Values- Build the Win/Win
- Negotiation Toolkit
- Negotiation Practice (at the Negotiation Table)
- Calibration- How to read others
- The Meta Model - Great Questions for Negotiations
- Delivering Compelling Examples
- Generating the Fight Psychology

## RESULT

Through this highly interactive, learn-by-doing workshop whereby participants could improve their negotiation skills speedily.

They understand that good negotiator are not to prove themselves right or the other side wrong at all. They take a strategic approach to handling people issues, evaluate the situation objectively and logically, and focus on interests and concerns instead of positions.



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