



Negotiation Skills

Course Syllabus

Course Overview

Description

Moving deadlines, establishing budget targets, appeasing an angry co-worker or dissatisfied customer – every work day has the potential to present a critical negotiation point. Do your employees know how to prepare and lead a successful negotiation? The PEACE model offers a straightforward approach that builds confidence and leads to more mutually satisfying, win/win outcomes.

Duration: Approximately 20 min

Objectives

After you complete this course, you will be able to:

- Understand the power of negotiating for agreement, not conflict
- Use the PEACE model to approach negotiation
- Avoid negotiation mistakes

Required Materials

The course contains all required materials. No additional materials are necessary.

Course Outline

Introduction

- Scenario practice
- Course overview
- Course objectives

Module 1: Impacts on Negotiations

- Definition
- Feelings
- Negotiation mistakes

Module 2: The PEACE Model

- Better negotiations
- The PEACE model



- Applying the model
- Summary and review

Course Administration

Earning Your Certificate

The course provides you with multiple attempts to pass the final assessment. You must receive a score of 70% or better to receive your Certificate of Completion. If you do not pass the assessment, it is recommended that you review the course and accompanying materials before you retake the assessment.

Completion Deadline

You have 12 months from the subscription date to complete the course. You may complete the course at any time during this period.

Policies

All learners must be honest and forthright in their professional development activities. Learners are expected to complete their own coursework.

Course Evaluation

After you have earned your certificate, you will have an opportunity to provide feedback that assists the design and development team with course improvement.

Course Contributions

AllRegs® by Ellie Mae courses are developed through the combined efforts of industry experts, instructional designers, and course developers.

Technical Requirements and Support

You must have an Internet connection and an Internet browser that supports the course files. Refer to the [Ellie Mae Academy FAQs](#) to ensure your browser supports our courseware, and to address any additional questions you may have.

Course Help

For additional assistance, email learning@elliemae.com. Please provide the following details:

- Course title
- Related screen number(s)
- Browser and version
- Your contact information