

Make influencing others effortless with **Navigating The Turns™**

Overview

In the 6-week webinar series of Navigating The Turns, you get what you need to **influence with ease** and successfully **manage the back-and-forth of informal negotiation** in any professional or personal situation, from presenting to senior management, to influencing and negotiating successfully outside of the work environment. You get a proven roadmap that will help you clearly articulate what you want, brilliantly manage conversations, understand and equalize existing power dynamics, hold others' interest and attention, and most of all, stay confident and cool-headed even under the most challenging circumstances.

Who Chooses Navigating The Turns?

Women who want to enter discussions prepared, confident and composed, and walk away feeling good about how they handled themselves in the exchange.

Quick Facts

Navigating The Turns is a six-week case-based webinar¹ series that covers the concepts of influence and negotiation for both personal and professional situations.

- **The group size** is a maximum of 8.
- **The format** includes an introductory one-hour call, 6 weekly 1.5-hour group sessions, and peer and trio consultations.
- **Our methodology** is the case-based approach where we apply each week's learning content to the cases presented. Each week one or two people bring an influence or negotiation situation before the group for discussion, brainstorming, planning, and rehearsal.
- **The seminar is led** by Denise Brouillette who has taught the topic for 15 years and has been a coach and mentor to individuals and for teams involved in high-stakes negotiations. Denise is a frequent featured speaker on women and influence and negotiation.

¹A webinar gives you the benefit of simultaneous "live" access by phone with the dynamic, in-the-moment visuals on the web. If you miss a session or simply want to review sessions you've already attended, you can access them 24/7 on the web for the length of the program.

Details

Before the start...

we lead a telephone call with your group to introduce you to the program, the process, and the women who'll travel the road with you in Navigating The Turns.

Week 1: Know What You Want

Whenever you're asking for something – and influence and negotiation are always about asking for something - you need to be **clear about what you want** and **how to ask for it**. In this session you learn to identify exactly what you want, the reasons that support why you want it, and decide the strategy for how to best position your request so that it will be heard and understood. You'll be introduced to the five-minute plan for getting yourself ready for any discussion.

Week 2: Brilliantly Guide the Conversation

You always want to be aware of where the conversation is headed, and how to bring it back when it gets off track. We **focus on four key skills**: present a winning proposition, ask the right questions at the right time, listen for what's not being said, and use silence wisely. You'll learn five types of questions, and when in the discussion each can be used to keep the conversation moving and on track.

Week 3: Make The Most of Your Six Power Sources

You have **power** and it's important to **recognize and use it**. For many women, the word power has a negative connotation, and because of that, they will neither acknowledge their power nor use it when they know it. It's just plain wise to know the types of power you have, whether or not you choose to use any of them. Knowledge itself is power and that alone is likely to increase your confidence when discussions become difficult. In this session we discuss real situations that illustrate each of the six sources of power and ways to exercise your power positively and wisely.

Week 4: It's All in How You Think

The way you think about a situation dictates what you say and how you say it, and often is the **difference between success and failure**. If you're convinced that you won't get what you're asking for, chances are that's what will happen. When you're confident that success will be yours, it usually is. In Session 4 you examine the beliefs and assumptions that form the different perspectives you have about yourself, about the other person, and about the situation and learn a method for shifting to a perspective that will help you get to an outcome you can live with and feel good about.

Week 5: Handle Yourself Calmly Under Fire

There will always be times when you wish you'd acted differently in a tough discussion. And it's a **skill that can be learned**. Personal management consists of staying cool and delivering a response in a calm, measured tone when the other person is being overtly pushy, hostile, or lacing the conversation with subtle personal putdowns. In this session you learn how not to be caught unprepared and how to confidently manage yourself even under the most hostile and challenging conditions.

Week 6: The Road Is Yours Now!

There are two leaders on this call; they demonstrate both a personal situation and business situation applying the influence and negotiation skills from the program. We then take one participant's situation and walk through the entire process, start to finish, so that you can see how the full spectrum of skills can be applied. We close with a discussion of how to have lasting change take effect and specifically how you can continue the changes that this program catalyzed.

Throughout The Program

The sessions give you a forum for learning and discussion, and the days between the meetings are the opportunities for application. We offer:

Spot Coaching: Your webinar leader has weekly open-door coaching hours, similar to office hours, for 15-minute spot coaching sessions. You can call in as often as once a week throughout the program.

Blog: Connect on our Hairpin Turns web site in our *members only* section in the blog set up specifically for your group.

What's Next?

We never think of our programs as truly ending. In fact, one of our goals has been to build a powerful community of women who continue to share, learn and change the world long after we have exited the stage. For those who want to continue we can:

- Extend your group in whole or in part with group coaching for 3-month intervals meeting once or twice per month.
- Design a custom continuation plan for you or your group.



Payment and Registration

Program Cost: \$595 USD. Payment is due in full at registration. **Register** on line by choosing your program start date from our Calendar of Events on the Hairpin Turns web site at www.hairpinturns.com. You may pay by credit card on line or mail us a check for \$595 to The Innovative Edge, 1032 Irving Street, #620, San Francisco, CA 94122. We accept Visa, MasterCard, American Express and checks drawn on U.S. banks. **Cancellation:** You will receive a full refund, less a \$35 administrative fee if canceling 15 or more days before the program start date, and less \$50 if canceling 14 or fewer days before the program start date. There are no refunds if canceling 7 or fewer days before the program start. **Transfer:** You may transfer to the next available program at any time after booking. There is a \$50 administrative fee if transferring 14 or fewer days before the program start date. We do not issue refunds when you are transferring to a future program.

Program materials are sent via Federal Express 7 days before the program start.

Scheduled Programs

Please see www.hairpinturns.com, Calendar of Events, for dates.