

EFFECTIVE NEGOTIATION SKILLS

Introduction:

The ability to be a good negotiator is an essential skill in business. Most of us negotiate several times a day without realizing it. However, when we negotiate in a formal or business setting, we often find this experience quite stressful. As a consequence, we lose confidence in our ability to negotiate and this negatively affects our ability to get what we want. This course will provide essential practice for delegates who need to negotiate in any capacity as part of their work.

Course Objectives:

In this 2-day workshop, participants will acquire the skills to:

- Understand the basic types of negotiations
- Learn the phases of negotiations and gain the skills necessary for successfully negotiating
- Understand and apply basic negotiating concepts
- Apply strategies for identifying mutual gain
- Develop relationships, values, build rapport and confidence when negotiating, influencing and persuading.
- Achieve win-win outcomes in negotiations

Course Contents:

- What is Negotiation
- The Elements of an Effective Negotiation
- The Negotiation Framework
- The Psychology of Negotiation
- The Strategic Negotiating Model
- Types of Negotiation
- Setting Up and Planning The Negotiation
- The Negotiation Stages
- Overview of Key Negotiation Concepts
- Effective Negotiation Skills – Discover, Assess and Persuade
- Key Negotiation Principles
- Common Negotiation Styles
- Understanding Positions and Interests
- Establishing and Agreeing Criteria

- Common Pitfalls when Evaluating Fairness
- Creating a Mutual Gain Solution
- Negotiation Tactics and How to Respond to Them
- Understanding & Leveraging Power in Negotiation
- Dealing with Difficult Issues
- What to Consider When Closing a Deal
- Ways to Close a Deal Successfully
- Real life Case Studies to Practice Negotiation Skills
- Self-reflection and Action Plan

Who Should Attend:

This course is for managers, executives or any individual who would like to develop the necessary skills and techniques required to achieve successful negotiation.

Training Methodology:

This course will be delivered in a highly engaging and interactive way, focused on the specific needs of the participants and the organisation.

- The trainer will introduce the negotiations process and the underlying skills and techniques
- There will be individual and small group exercises to practise negotiation skills and techniques
- The session will be highly participative combining short presentations, case studies and group discussion.

Award of Certificate:

Participants will be issued with a Certificate of Successful Completion upon meeting 75% of the required course attendance.

Duration:

2 days (14 hours)

Course Fee:

\$420 nett per trainee (GST is not applicable).

(Course fee is inclusive of all training materials and light refreshments.)