

## Negotiation Skills

Business is all about negotiation. Negotiation is a key management skill which can significantly improve an individual's ability to manage staff effectively; to achieve the best deal in sales or procurement; to build the possible relationship with your client; to deliver to objectives. Every member of staff, within every department, negotiates every working day of their lives. But how often do they achieve the best possible outcome? There are three essential elements - preparation, practice and training.

This course provides a proven approach to the negotiation process and will enable staff to develop and practice the skills necessary for successful negotiation in their environment. It will develop them into skilled negotiators who can win in business and at the same time develop and manage key relationships. It's practical and immediately useful. Theoretical models reinforce new found capabilities in establishing relationships, creative strategies, critical negotiating techniques and behaviours. This results in removing pressure and contention and, finally, developing power.

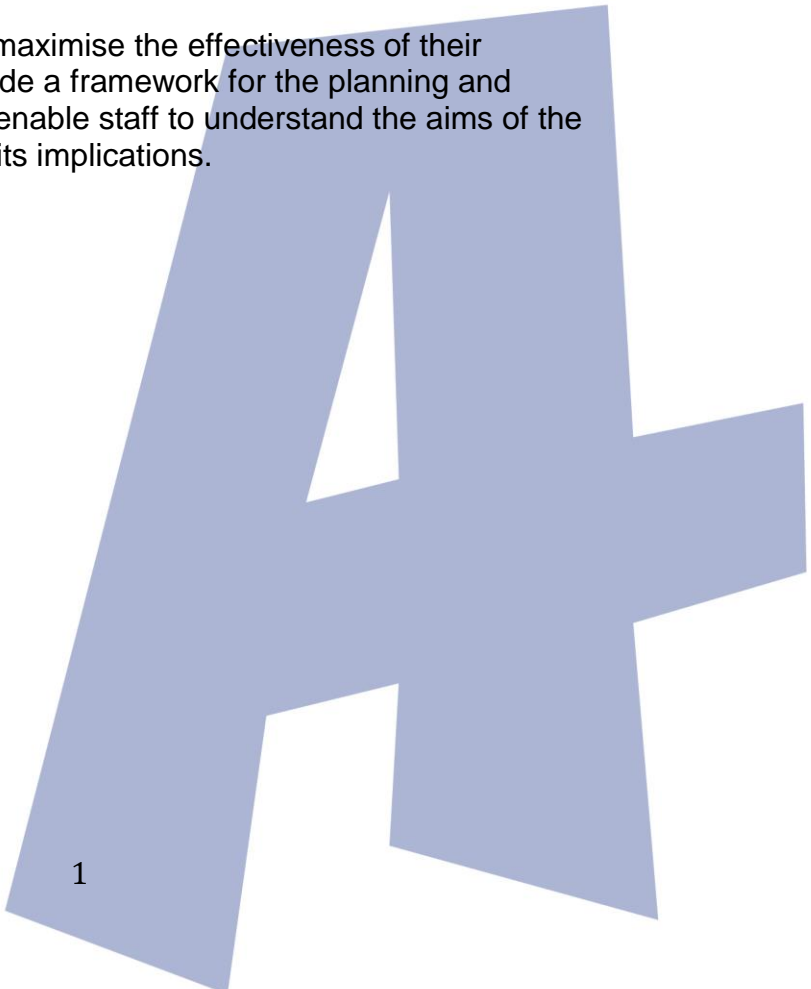
### Who will the course benefit?

Anyone who is involved in formal or impromptu negotiations.

### Course Objectives:

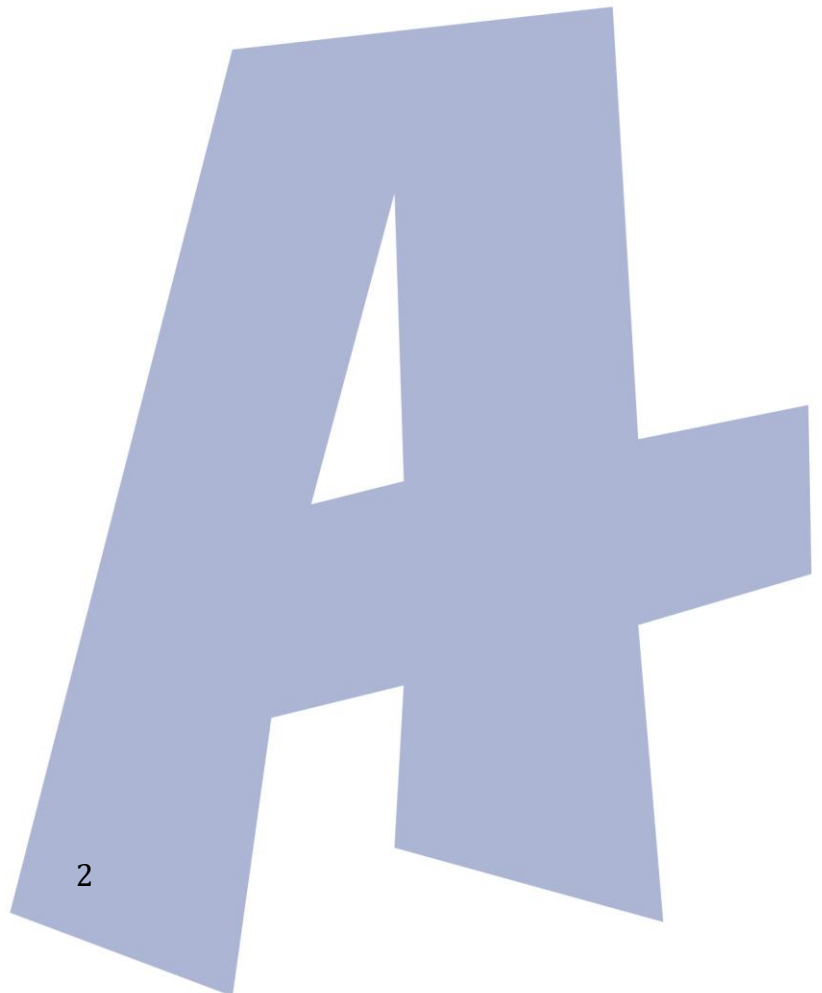
To enable staff to understand and maximise the effectiveness of their personal negotiation style. To provide a framework for the planning and conduct of formal negotiations. To enable staff to understand the aims of the negotiation process and to assess its implications.

**Course Duration:** 2 days



**This course will enable delegates to:**

- Understand and identify the range of communication styles used in negotiations
- Manage important negotiations
- Prepare, plan and conduct negotiations
- Develop trust and build great relationships within negotiations
- Value concessions and when to walk away
- Consider and select the appropriate outcomes
- Gain the knowledge that gains them the lead in negotiations
- Find better deals by removing their own mental limits



## Course Contents

### What is negotiation?

- Negotiation and influencing skills
- Critical mistakes
- Position vs. underlying interest

### Establishing Trust and Communication

- Communication modes
- The ingredients of trust
- Trust within negotiations

### Preparation

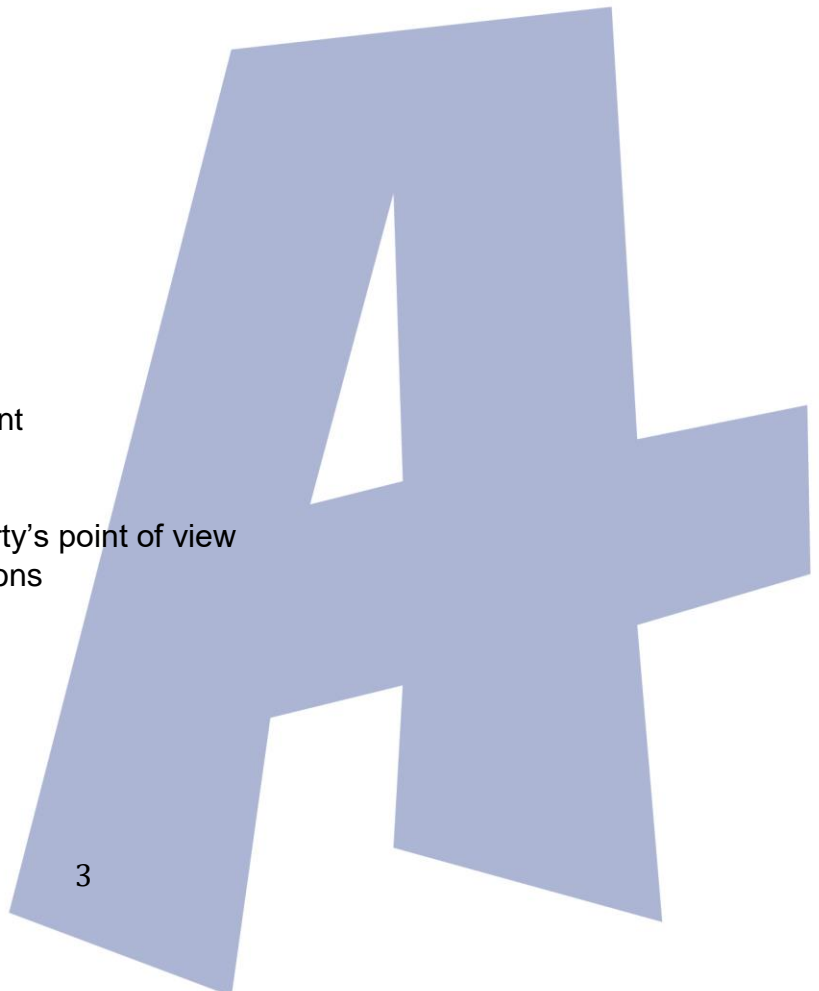
- Background preparation, planning techniques
- Strategy and tactics
- Power
- Planning and setting positions
- Personalities
- Setting your options and limits

### Win/Win Negotiations

- Guidelines in negotiation
- Stages of negotiation
- Selecting outcome

### Managing the Agenda

- Retaining logic
- Irritators
- Influencing
- Deciding on what is important
- Concessions
- Using the power of silence
- Understanding the other party's point of view
- Valuing and using concessions
- Closing the deal



## **Styles of Negotiation**

- Personal analysis
- Managing conflict
- Building rapport
- Non-verbal behaviour
- Difficult impromptu situations
- Influencing

## **Successful behaviours**

- Positive and negative behaviour
- Questioning
- Counter tactics
- Buying time
- Game playing
- Use of emotion
- Uncovering underlying concerns
- Building rapport
- Effective questioning techniques

## **Work-related negotiations**

- Pulling it all together
- Personal feedback
- Reviewing conflict situations

## **Developing action plans**

