

Negotiation Techniques that Bring Results

2 Day Negotiation Skills Workshop

“Learning, understanding and applying negotiation skills has become more important than ever as we deal with more interpersonal complexities and lesser resources in a time-compressed world.”

Suitable for

Senior managers, managers, senior executives, Sales Professional and anyone who has to participate in negotiation.

Course Description

Learning, understanding and applying negotiation skills has become more important than ever in the 21st century workplace and marketplace as we deal with more interpersonal complexities and work with lesser resources in a time-compressed world.

We negotiate all the time, with our bosses, with customers and suppliers, with friends and with family members. Negotiation is a process whereby people deal with their differences. To negotiate is to achieve mutual agreement through a progressive and productive dialogue.

Course Objectives

On completion of this program the participants will be able to:

- Create a collaborative climate for a negotiation
- Control the negotiation regardless of the style you meet
- Positively influence all aspects of a negotiation
- Minimise resistance from the other party
- Prepare strategically
- Handle concessions with confidence
- Build an agreement using a four steps method
- Manage difficult negotiation situations
- Approach cross-cultural negotiation more confidently

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Course Content

Module 1 – Overview Negotiation

- Defining Negotiation
- The nature of negotiation
- Fundamentals of Negotiation
- 4Ps of a Skilled and Successful Negotiator
- Use a structured process (PROBE)
- What are the Negotiable Concessions in your Business?
- The Financial Implications of Negotiations

Module 2 – Interpersonal Skills used by Effective Negotiators

- Ensure a collaborative climate
- Adopt a low-key, persuasive approach
- Ask lots of questions
- Manage concessions skillfully
- Know where you have leverage

Module 3 – Your Personal Presence in Negotiation

- Be true to yourself
- Be knowledgeable
- Aim high
- Say no when you have to
- Be flexible
- Be calm
- Be a good listener
- Know how you are influenced and how to influence others

Module 4 – Be in Control regardless of the Style you meet

- How to be in control of the negotiation
- Three specific negotiation styles
- WIN/WIN style
- WIN/LOSE style
- WIN/win style (Big WIN/Little win)

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Module 5 – Use the Process to get the Most out of your offer

- Open the business interaction
- Build the agreement in four steps
- End with commitment

Module 6 – Be well Informed and well Prepared for the Negotiation

- Think Through Your Strategy
- Preparation Sheet
- Self Evaluation Form

Module 7 – Managing Difficult Negotiation Situations

- Team negotiations
- When you have less power
- Handling emotion
- Avoiding deadlock
- Breaking deadlock
- Recognizing and managing tactics
- Cross Culture Negotiations

Methodology

This course will be conducted via group interaction, individual exercise, case studies, role-play, lectures and video/ films.

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