

2 Days workshop on

The Art of Negotiation!

“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 must 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
- Minimize 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 Objectives

Negotiation Skills Workshop			
	Title	Contents	Methodology
1	Introduction	Facilitator & Participant introduction. Sharing Objectives of the Workshop & Expectation Management	Discussion
2	Basics of Negotiation	Negotiation - What is? & What is not?	Discussion & learning
		Negotiation - Misconception to Facts. Demystify some of the myths about Negotiation	Discussion & learning
3	Effective Negotiator	Key qualities of an Effective Negotiator - That which separates the average negotiator to an effective negotiator	Group Exercise & learning
		Individual Activity - Participants to reflect on their past experience and identify as to what they are good at and what they need to improve / develop.	Individual Activity & Discussion
4	Negotiation Role Play No.1	2 / 3 Negotiation Role Plays involving all the key learnings until this stage of the Workshop	Role Play & Learning
5	Relevance of Power in Negotiation	What is Power? How is Power different from Coercion? NO TRICKS - The 8 Sources of Power	Discussion & learning
		NO TRICKS - Need, Options, Time, Relationship, Investment, Credibility, Knowledge & Skills	Discussion & learning
		How to gain the sources? - Art of Probing - Open, Closed & Limiting	Discussion & learning
		Art of Probing - Situational Role Play - Understanding the importance of Probing in gaining Power	Role Play & Learning

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6	Trust, Tension & Value	Linkage between the Trust, Tension & Value. Also discuss as to how Trust, Tension and Value play a role in effective negotiation	Discussion & Learning
		Group Activity - Participants to identify as to what they can do to enhance the level of Trust in their customer relationships	Group Exercise & learning
		Building Trust - The 10 Behaviours - Discuss the 10 Behaviours that participants can demonstrate so as to build trust. Individual Action Plan - Participants to identify the two behaviours that they would like to consciously demonstrate over the next 60 days to build Trust	Discussion, Individual Activity & Learning
7	Negotiation Strategies & Mistakes	Strategies that the Negotiator can use & the Mistakes that he / she should avoid.	Discussion & learning
		How & when to apply the Negotiation Strategies? How they can be beneficial to the Negotiator?	Group Exercise & learning
		What are the consequences of making the negotiation mistakes? How can the Negotiator avoid the mistakes?	Group Exercise & learning
		Individual Activity - What Negotiation situations can I use the Negotiation Strategies? What negotiation mistakes had I committed in the past & how I can avoid the same?	Individual Activity & Discussion

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8	Managing & Resolving Conflicts	Group Discussion - What are the causes of Conflicts during Negotiation? What are the consequences when conflicts are not managed & resolved effectively during negotiation?	Group Exercise & learning
		The 5 Conflict Management / Resolution Styles - Compete, Collaborate, Compromise, Accommodate & Avoid.	Discussion & learning
		Identify dominant Conflict Management Style with the help of Questionnaire. How & When to put the dominant style in action?	Questionnaire, Group Discussion & Learning
		Group Discussion - How to use the various Conflict Management / Resolutions Styles? What are the situations when the Conflict Management / Resolutions Styles can be applied?	Group Exercise & learning
		Role Play & Case Studies on Conflict Management Styles during Negotiation	Role Play, Case Study & Learning
9	Negotiation Role Play No.2	2 or 3 Negotiation Role Plays involving all the key learnings until this stage	Role Play & Learning
10	Negotiation Planning	The ICON Model of Negotiation Planning - How to apply the ICON Model?	Discussion & learning
		Components of ICON Model - BPA, MPA, BATNA, TACOW, etc. Understand & apply the ICON Model	Individual Activity & Discussion
11	Negotiation Role Play No.3	Final Round of Negotiations - 2 or 3 Negotiation Role Plays involving all the key learnings till the end of the Workshop	Role Play & Learning
Summarize Learning & Key Takeaways			

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Terms & Conditions

- 100% advance payment must be made along with purchase order.
- Facilitator's Travel, boarding and food charges must be borne by the client
- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training India. Sieger will charge on INR basis only.
- Overseas clients will have to take care of all the training materials directly as briefed by Sieger Training. However, Sieger can procure some (which can be transited) not all, on behalf of the client but any additional charges for custom clearance must be taken care by client only.
- Overseas clients will have to arrange visa, air travel and local travel on their own. If client want us to assist in local travel Sieger Team can facilitate with additional charges.
- Cancellation of confirmed programmes shall be intimated one week in advance else 50% of the total charges shall be applicable.
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