

Training

Negotiation Skills - One

'Negotiating Skills – One' is a one –day workshop for experienced sales people used to working with different customers. The workshop defines when negotiation is necessary and uses case studies and tailored role-plays to raise issues ranging from preparation to closing the deal and adds to the skill sets of each delegate.

Negotiation?

- What is negotiation.
- When to negotiate.



Preparation

- Deciding objectives and priorities.
- Entry levels, walk away, realistic.
- Trading items.
- Common mistakes

Issues, positions, interests

- Understanding the other.
- What are their priorities.
- Looking for trading items.
- Common mistakes.

Making proposals

- Conditional proposals are a must.
- Vague versus concrete.
- Complementary/competing needs.
- Responding to proposals.
- Various tactics.
- Common mistakes.

Striking a bargain

- Making counter proposals.
- Avoiding irritation.
- the whole deal.
- Common mistakes

Coming to agreement

- Closing the deal.
- When to close.
- How to close.
- Agreeing the agreement.

The workshop enables participants to handle complex negotiations in a structured and effective manner. Each step of the negotiation is worked through in detail equipping the negotiator with the tools necessary to work with their negotiation partner and arrive at an optimal deal.