

Training

Negotiation Skills - Two

Negotiation Skills is a comprehensive two-day workshop spent working through actual negotiation situations taken from the participants working environment. The emphasis is on practical skills, with coaching provided by the group leader as well as feedback from the group to maximise the impact of the session. The course outline is as follows:

Factors Affecting Negotiation

- Twelve key negotiating points
- Defining the issues
- Identifying needs
- Avoiding non constructive confrontation
- Separating people from problem

People Issues

- People and relationships
- Handling “people” problems
- Recognising emotions
- Identifying what “they” want

The Process

- Types of negotiator
- Recognising and countering negotiation tactics

Establishing Criteria

- What makes a “good” deal?
- Moving the focus

Setting the Scene

- Assessing negotiation “styles”
- Setting the tone
- Defining the process

Asking for Needs

- Getting the facts
- Recognising tactics
- Recognising bargaining tools

Stating Your Needs

- Making your case
- Developing ideas
- Testing understanding
- Motivating
- Things to avoid

Discussing Differences

- Working out what’s going on
- Handling criticism
- Getting co-operation

Moving to a Conclusion

- Finding workable solutions
- Handling difficult situations
- Defining the deal
- Agreeing an action plan

At the end of the workshop, participants will have developed the ability to define negotiation strategies, as well as recognise and handle negotiation tactics, whilst maintaining a good relationship with the customer.