

Course Outline - **Negotiating Skills**

Description: Negotiation - whether with colleagues or with external contacts, can be a frustrating and unnecessarily confrontational experience. However with the correct skills it can be positive and informative, leading both parties to a greater understanding of each other's needs.

Objectives: Upon completion of the course delegates will be able to conduct successful negotiations by using appropriate planning and communication techniques. It will show participants how to use and counter a range of negotiation tactics in order to reach a mutually satisfactory outcome.

Pre-Requisites No previous knowledge is required

Duration: One or two days

Introduction

Concepts and processes of negotiation.
The five steps of negotiation - Plan, Explore, Offer, Barter, Close.

Planning a negotiation

Planning strategies and tactics.
Setting realistic targets.
Predicting the other party's targets and behaviour.
Objectives - short term and long term

Communication Skills

Using verbal contributions to get constructive responses.
Using tactics appropriate to participant's own style.

Active listening.

Non-verbal communication.
Verbal skills - persuasion
Breaking deadlocks.
Asking the right questions.

Negotiation Skills

Personal attitudes to negotiation.
Strategies for conflict management.
Passive and active strategies.
Implications and relationships.
Making profitable and successful agreements

