

# Negotiation Skills



## Programme Description

Negotiation is a process of trying to find a positive, realistic and wide-ranging solutions to a problem which offers a beneficial outcome for all sides.

It is important to understand that relationships are built by managing conflict and we can strengthen relationships, close deals and get our way through many other dilemmas and conflicts using effective negotiation skills.

This training programme provides participants with the necessary understanding of negotiation processes while also equipping them with necessary tools and techniques to becoming better negotiators.

## Target Audience

This course is designed for Individuals who want to be competent and confident in their negotiations.

## Programme Objectives

At the end of this programme, participants will be able to:

- ✓ Understand negotiation and negotiation process
- ✓ Understand the relationship between non-verbal communication and negotiation process
- ✓ Define and apply the elements of negotiation
- ✓ Develop awareness of the 6 traits of good negotiators
- ✓ Practice how to put your best foot forward
- ✓ Learn the obstacles to negotiating

## Programme Outlines

This comprehensive programme will include the following:

- Introduction to Negotiation
  - What is Negotiation & its Dimensions?
  - Possible outcomes
- Negotiation Process
  - Before, During & After Negotiation
- What should be negotiated?
  - Price | Quality | Quantity | Time
- Image
  - How to put your best foot forward?
  - How to make people listen to you?
  - How to gain power and influence?
- Being Equipped With Knowledge
  - About the subject matter | opponent | logistics
- Mastering Key Negotiation Skills
  - Uncompleted ways to be persuasive
  - When to talk & when to listen?
  - How to ask key questions to get right answers?
- Understanding the Opponents
  - Various personalities
  - Preparing for different personalities
- Disparity In Power
  - Sources of power | Disparity in power
  - How do we manage power?
- Verbal & Non-verbal Communication
- Overcoming Difficult Negotiation Tactics
  - How to work around a stubborn negotiator?
  - How to slice and dice last - minute obstacles?
- Dealing with Opponent Styles, Strategies and Tactics
  - Opponent Styles
  - Stylistic Based on Tactics and Counters
- Developing Mutual Trust for Smoother Negotiations
  - How to build trust?
  - How to be clear about stating where you stand?
- Thinking On Your Feet
  - Foundation for thinking on your feet
  - Thinking about you | Thinking about them
  - Steps towards a desired outcome
- Negotiation TACTICS
  - Questions, Bluffs and Red Herrings
  - Subtle Smokescreens and Tricky Trades
  - Bottlenecks and body language
  - Nice Surprises
  - Devious & Dirty Tactics
  - Snares & Ambushes
  - Gaining the Edge
  - Sweat Tactics and Ultimatums
  - When your back is to the wall