

Negotiation Skills

Who should attend: This course is suitable for those new to negotiating, who are looking to develop their skills and self-confidence for negotiations with customers, suppliers, and colleagues both inside and outside of their organisation.

Aims: The aim of this course is to provide participants with the skills and knowledge needed for successful negotiations.

By the end of the course, delegates will:

- Identify the negotiation objectives
- Develop and prepare a negotiation plan and strategy
- Understand the different components of the negotiation process
- Establish a positive and constructive atmosphere at the negotiation table
- Understand the essential skills necessary to be a successful negotiator
- Identify your own strengths and weaknesses at the negotiation table
- Understand and appreciate the impact different cultural backgrounds can have on verbal and nonverbal communication

Topics

Introduction to Negotiation

- Why do we need to negotiate?
- What is negotiated?
- Negotiation vs Persuasion
- Confident Negotiators
- How to be prepared
- Possible outcomes

Negotiation Strategies

- Distributive (Hard or Positional Bargaining)
- Integrative Negotiation (Principled Bargaining)
- Using Distributive and Integrative Negotiation together

Principled Negotiation Strategy

Stage 1: Preparation

- 8 Step Technique

Stage 2: Exploration

- Setting up the Atmosphere
- Discussion Techniques
- Emotional setup
- Psychological Tactics
- How to Disagree
- Beware of the Negative Effect of Saying "NO"

- Body Language
- Displacement Activities
- Top Tips for Developing Active Listening
- Communication and personality
- Emotional Intelligence
- Trust and rapport
- Behavioural styles
- Verbal and nonverbal behavior
- Win-Win Conversations
- Thoughts, Beliefs, Perceptions
- Automatic Negative Thoughts
- Handling Conflict
- Different Behavioural styles
- Assertive responses to criticism
- Responding to Psychological Tactics

Stage 3: Bargaining

- Reading others
- Settlement ranges
- Managing concessions

Stage 4: Settling

- Closing guidelines
- How to close
- Post negotiation reflection