

BUSINESS NEGOTIATION SKILLS

(2-Day Workshop)

There are many activities in the workplace that involve you in negotiation situations. Whether you are selling or buying a product/service; dealing with customers; are involved in marketing or industrial relations; competing with other departments for limited resources; or gaining the agreement of a work colleague - there is a need for you to be a skilled negotiator.

Negotiating is a discussion between two or more people that attempts to achieve agreements which satisfy both parties.

This workshop trains you to use the skills and processes of negotiating the best deal possible, without damaging the on-going relationship with those you must continue to negotiate with in the future.

Objectives

- ◆ To understand the key skills and processes necessary for successful negotiations.
- ◆ To develop skills in using a range of negotiation strategies and processes, and practice using these skills.
- ◆ To learn and practice how to apply these negotiation skills to the delegates work situations.
- ◆ To develop flexibility in your negotiation style, and to identify and practice individual and group behaviours that are helpful in negotiations.
- ◆ To learn the ability to negotiate positively, so as to improve relationships.

Learning Methods

- This is a fully participative workshop.
- Inputs will be provided on the various negotiation skills and strategies, with handouts and notes being provided.
- Participants will work in pairs and small teams using a variety of negotiation exercises, role plays and case studies.

Who Should Attend

Managers whose work involves negotiating with other people, both within and outside the organisation.

P.T.O.

CONTENTS OF THE WORKSHOP INCLUDE:

- The Seven Stages Of The Negotiation Process:
 - Preparation; Establishing The Climate – Arguing And Signals; Opening And Proposing; Bidding; Packaging; Bargaining; Closing.
- The Negotiating Continuum.
- Styles Of Negotiations: Win-Win v Win-Lose:
 - Behaviour and Effects of Each.
- Key Factors Affecting Choice of Strategy and Tactics.
- Preparation:
 - Objectives: Information: Strategy: Conclusions.
- Arguing and Signals.
- The Right and Wrong Types of Questions To ask in Negotiations.
- Making and Receiving Proposals – Using Counter-Proposals.
- Packaging the Proposal To Interest the Other Party.
- How to Use Creative Thinking To Develop Options for Mutual Gain.
- Bargaining – Successful Strategies When Making Concessions.
- Different Ways of Trying To Close the Negotiation.
- Developing Communication Techniques To Gain Information.
- Reading Gestures, Feelings, Expressions; Mannerisms, Loaded Words.
- How To Avoid Stumbling Blocks To Effective Negotiations.
- How To Negotiate with Different Cultures.
- Negotiating In Teams:
 - Roles/Tasks Of Leader; Summariser; Observer.

Number Of Delegates

Because of the interactive nature of this workshop, a maximum number of 12 people can attend the workshop.

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