

Course Outline | Negotiation Skills

2 day(s)

Overview

This course is designed to provide a framework of the skills necessary for the planning and implementation of successful negotiation.

Skills Gained

- Understanding the aims of the negotiation process
- Assessing the implications of negotiation
- Analysing and maximising personal negotiation styles
- Building better teams through negotiation

Course Outline

The Negotiation Process

- Defining and planning objectives
- Agreeing a negotiation strategy
- Establishing your own BATNA (Best Alternative to a Negotiated Agreement)
- Setting and meeting expectations
- Ensuring beliefs and assumptions of both parties
- Identifying areas of agreement
- Identifying points of leverage
- Identifying barriers

Negotiation Techniques

- Appreciating the need for flexibility and sensitivity
- Deciding on the negotiation team
- Methods and ways for handling and overcoming negotiation deadlocks
- Improving success when negotiating in a “crisis situations”
- Practical solutions to integrated bargaining
- Formalising the negotiation agreement
- Understanding negotiation power
- Constructive, Obstructive, Jumping, and Personal power (DECKS)

Practical Session Summary