

# Gearing You For Growth

Bursaries | **Business Skills** | Coaching and Mentoring | Computer Skills | E-Learning | Learnerships | Skills Development | Virtual Training

## Secrets to Successful Negotiation

### Course Overview

Negotiation, if some pictures speak a thousand words, then words can paint a thousand pictures.

Negotiation may conjure up images of a recent high-profile celebrity divorce cases, world leaders gathered around a conference table at a crisis summit or, perhaps, Godfather Marlon Brando meeting with the other heads of the Five Families.

But whatever a delegate's idea of negotiation is, the odds are delegates have already negotiated on some level and not even noticed they were negotiating.

### Approach

The training course consists of a continuous sequence of practical exercises, integrative discussions, and interactions.

Tools and strategies will be applied in the activities and a handbook is provided to solidify the learning.

### Duration

- 2 Days

### Training Objectives

- Negotiate with confidence.
- Understand and recognize the person in front of you as a negotiator.
- Make conscious use of non-verbal communication.
- Achieve win-win situations by being creative and resourceful.



### Course Outline

- The difference between selling and negotiating.
- Knowing the other side.
- Preparation for negotiations.
- Negotiation techniques.
- Active listening.
- Concessions in negotiation.

### Day One

- Welcome and introduction.
- Principles of negotiation.
- Structure of successful negotiations.
- Preparing for win-win.
- Communication skills.
- Using variables.
- Professional tricks.
- Role Plays and exercises.

### Day Two

- Welcome back.
- Structure of successful negotiation.
  - Propose.
  - Bargain.
  - Agree.
- Influence.
- Emotional intelligence.
- More professional tricks.
- Universal widgets part 2.
- Win-win tactics and trust.
- Personal action planning.