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## Negotiation Skills

### Course Overview

Negotiation is often thought of as a contest in which one side wins and the other side loses. The truth is that we negotiate every day with a view toward meeting our needs without antagonizing or defeating others. This kind of negotiating is known as win-win or collaborative problem solving. This course looks at all forms of negotiating, but emphasizes win-win negotiating principles and strategies. It includes new concepts, tools, and guidance, reflecting recent advances in collaboration and cooperation and new attitudes toward negotiation.

### Target Audience

Office workers, information workers, account managers, sales persons, team leaders, supervisors, project managers, project administrators and anyone willing to improve their negotiation skills

### Prerequisites

There are no prerequisites for this course

### Duration

1 Day

### Course Outline

#### Module 1: An Introduction to Negotiation

- What Is Negotiation?
- Negotiation—Some Practical Definitions
- Identifying Opportunities for Negotiation
- To Negotiate or Not—That Is the Question
- Negotiation and Conflict
- Understanding Types of Negotiation



## Module 2: Negotiation: Attitudes and Approaches

- Negotiation Styles
- The Win-Win Approach to Negotiation
- The Give/Get Principle of Negotiation
- Managing Conflict During Negotiation
- Conflict Resolution Styles
- Characteristics of a Successful Negotiator
- Case Study: A Buy-Sell Negotiation

## Module 3: Negotiation: The Process

- Preparing to Negotiate
- Collecting Detailed Information
- Negotiator's Guide to Preparation
- The Seven Basic Steps in Negotiating
- Step 1: Getting to Know the Negotiators
- Step 2: Stating Goals and Objectives
- Step 3: Starting the Process
- Step 4: Revealing Disagreement and Conflict
- Step 5: Narrowing the Gap Between Negotiators
- Step 6: Finding Alternatives for Resolution
- Step 7: Agreement in Principle, Settlement, and Acknowledgment
- Reviewing the Seven Basic Steps in Negotiating

## Module 4: Strategies and Tactics

- Negotiating Through Give to Get
- Five Basic Strategies in Action
- Identifying Other Negotiation Strategies
- Ten Critical Mistakes to Avoid

## Module 5: Developing Your Skills

- Case Study: Negotiating a Project Plan
- Applying What You Have Learned

