

Gearing You For Growth

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

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, salespersons, 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.