

Gearing You For Growth

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

Negotiating For Results

Course Overview

Negotiating is about resolving differences. People who can master the process of negotiation find they can save time and money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in their communities when they understand how to negotiate well.

Negotiating is a fundamental fact of life. Whether you are working on a project or fulfilling support duties, this workshop will provide you with a basic comfort level to negotiate in any situation. This interactive workshop includes techniques to promote effective communication and gives you techniques for turning face-to-face confrontation into side-by-side problem solving.

Course Objectives

This two-day workshop will help you teach:

- How often we all negotiate and the benefits of good negotiation skills.
- The importance of preparing for the negotiation process, regardless of the circumstances.
- The various negotiation styles and their advantages and disadvantages.
- Strategies for dealing with tough or unfair tactics.
- Skills in developing alternatives and recognizing options.
- Basic negotiation principles, including BATNA, WATNA, WAP, and the ZOPA.

Prerequisite

There are no prerequisites.

Target

This course is for everybody from those just starting off their careers through to people who have years of business experience.

Duration

- 2 Days



Course Outline

What is Negotiation?

To begin, delegates will explore the different types of negotiation (including positional bargaining) and the phases of negotiation.

The Successful Negotiator

Next, delegates will explore key attributes of a successful negotiator.

Preparing for Negotiation

During this session, delegates will learn the elements of preparing for negotiation: identifying your fears and hot buttons; doing research into your issues and the opponent's issues; and preparing your WAP, BATNA, WATNA, and ZOPA.

The Nuts and Bolts

This session will give delegates some tips on preparing their documentation and choosing a place for the negotiation.

Making the Right Impression

Next, delegates will learn the importance of self-presentation during the negotiation, including small talk, attire, first impressions, and their handshake.

Getting Off to a Good Start

During this session, delegates will explore how to establish common ground and how to use ground rules.

Exchanging Information

This session will look at how to exchange information and what to do if the negotiation gets off to a bad start.

The Bargaining Stage

Delegates will learn six techniques for negotiating success. They will also have an opportunity to practice and observe these techniques through a role play.

Reaching Mutual Gain

Next, delegates will learn about four obstacles to mutual gain and how to turn them into negotiation advantages.

Moving Beyond No

This session will look at ways to get past no and how to break an impasse, so that they can get to "yes."

Dealing with Negative Emotions

During this session, delegates will explore some ways to deal with negative behaviours during a negotiation.



Moving from Bargaining to Closing

Next, delegates will learn how to tell when it is time to move from the bargaining phase to the closing phase.

Solution Types

This session will discuss ways to build win-win solutions, achieve a sustainable agreement, and reach consensus.