

Course Outline

The Complete Negotiator – Advancing Your Negotiation Skills

OVERVIEW

Course duration: 2 days.

Enhance your existing negotiation skills when dealing with common issues in the workplace.

Improve your self-confidence and understand the impact of your behaviours when negotiating one-to-one, one-to-groups and during multi-party negotiations.

Throughout the workshop you will participate in sessions, review with other delegates and work with the trainer to evaluate your own negotiation performance and how it can impact on others.

You will develop strategies on how to identify other negotiation skills and how to motivate recipients to your outcome. Our focus will be on personal effectiveness in the negotiation arena and be grounded through detailed practice and feedback sessions.

IS IT RIGHT FOR ME?

This workshop is for managers wanting to enhance their basic negotiation skills to achieve a higher degree of success. If you are already involved in commercial negotiations with customers, suppliers and colleagues both inside and outside your organisation and want to broaden your toolkit then this course will offer you a fun, safe and interactive platform in which to do this. You will meet other managers who face similar issues as yourself and together as a group will explore other ways to approach negotiations.

Please note: this is not a sales negotiation workshop. If you are interested in sales negotiation please refer to 'Sales Negotiation'.

WHAT WILL I LEARN?

By the end of this course you will be able to:

- Identify the most appropriate approach when negotiating across a range of issues and with a range of parties.
- Understand the importance of thorough planning and preparation when crafting your negotiations.
- Design a robust negotiation process that works for you.
- Understand the importance of your behaviour when negotiating.
- Manage emotion and motivate towards a win/win outcome.
- Use the appropriate communication approach when negotiating up, across and down the organisational chart.

PRE-COURSE ACTIVITY

To gain the maximum benefit from the workshop, you will be sent an activity to complete which asks you to consider current expectations and challenges. This will help you set the context of the workshop and will be used on the day as part of the workshop activities.

WHAT WILL IT COVER?

Developing Negotiation Behaviours – “You’re not trying to control the other person’s behaviour. You’re trying to control your own.” William Ury, Author of Getting to Yes.

- Transactional, collaborative and creative negotiations
- Analysing your personal communication style
- Flexing your communication style to motivate others towards a win/win outcome
- Building relationships and gaining cooperation from others
- Using non-verbal communication to build rapport to influence viewpoints

The Biology and Psychology of Stressful Negotiations

- The biology and psychology of the decision making process
- Identifying what behaviour characteristics people adopt when in stressful situations and the impact on others
- Managing the problem not the person

Eight-Step Approach to Workplace Negotiations

- How to follow an easy to apply process that promotes confidence, gives structure and a professional approach
- How to adapt the process to the situation and climate
- Identifying value and assessing your strategy for risks
- How to motivate other parties and move towards a win/win outcome

Skills Practice and Case Studies

- Researched and developed case studies that allow learners to apply techniques
- Safe supportive skills practice using real life work-based situations

FURTHER COURSES TO CONSIDER

Influencing and Negotiating Upwards

Advanced Influencing and Persuading For Managers and Leaders

You may also like: Commercial Awareness