



## Course Profile Practical Negotiation Skills

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### (Two Day Workshop)

#### Workshop Overview:

This practical two day workshop focuses on the essential skills and stages involved in effective negotiation, it is suitable for both participants who are new to negotiating and those wishing to refresh and expand upon on their existing experience.

The workshop will enable participants to improve their negotiation skills and to take control of a situation in order to achieve win/win outcomes; this will be done using specific case studies and practical exercises.

#### Learning Outcomes:

By the end of the workshop participants will be able to:

- Define their own negotiation style to take back into the workplace
- Recognise the importance of preparation to negotiate effectively
- Use proven models to move through the stages of negotiation to reach win/win outcomes
- Understand the different styles of negotiating
- Identify the key interpersonal skills required in order to negotiate effectively
- Close and confirm the negotiation
- Put their new skills into practice with confidence

#### **Sample Workshop Content:**

##### **Understanding your own negotiation style**

- Review of current style and background
- Identifying your own strengths and development areas
- How successful are you in negotiation?

##### **The negotiation process**

- What is negotiation?
- The four stages of the negotiation model
- The key skills required



### **The value of effective preparation**

- What to prepare and why
- Setting goals and objectives
- Constants and variables
- Understanding the needs and interest of the other party

### **Practical interpersonal skills**

- Building rapport and relationships
- The impact of your communication
- Questioning and listening skills
- Controlling and influencing emotions
- Non-verbal communication and voice clues

### **The essential steps to negotiation**

- Planning and preparation
- Stating your opening position
- Proposing and negotiating for win/win outcomes
- Responding to offers
- Reaching agreement
- Evaluation and review

### **Bargaining in different situations**

- Identifying restraints and managing concerns
- Key techniques for making concessions
- Adapting your negotiation style
- Confirming agreement and follow up

### **Personal commitments and action plans to take back into work**