
Negotiation skills

Duration: 2 Days Course Code: GNS100E

Overview:

Whether you are asking for resources, negotiating with a customer, or dealing with conflict, being a skilled negotiator makes you more effective. In this active, participatory course, you will practice the skills of negotiation and receive feedback to help you improve your performance.

You will learn about the types of negotiation and different styles that you can use during negotiations. You will learn to determine your individual negotiation style and how to adapt to situations for more successful negotiations. You'll also gain an understanding of competitive and collaborative negotiation and learn how to recognize each.

Target Audience:

Anyone involved in negotiations with internal or external customers

Objectives:

- | | |
|-----------------------------|---|
| ■ What You'll Learn: | ■ Characteristics of key negotiation styles |
| ■ The negotiation process | ■ How to successfully negotiate |
| ■ How you react to conflict | |
-

Prerequisites:

- There are no pre-requisites for this course
-

Follow-on-Courses:

- Communicating for Clarity
 - Leading EDGE Selling
 - Building Strategic Partnerships
-

Content:

1. Introduction to Negotiation

- What is negotiation?
- Negotiation factors
- BATNA
- The Negotiation Process

2. Natural Tendencies in Negotiation

- Competitive negotiations
- Natural tendencies
- Tactics used in negotiation

3. Competitive versus Collaborative Negotiation

- Two styles of negotiation
- Positions versus interests
- Power behaviours
- Finding common interests
- Strategies to develop trust

4. Preparing to Negotiate

- The Negotiation Planning Worksheet
- Situational analysis
- Developing your strategy

5. Conducting your Negotiation

- The importance of listening
- The art of dialogue
- Asking effective questions

6. Action Planning and Next Steps

- Your Negotiation Worksheet
 - Personal Learning Plan
-

Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

training@globalknowledge.com.eg

www.globalknowledge.com/en-eg/

Global Knowledge, 16 Moustafa Refaat St. Block 1137, Sheraton Buildings, Heliopolis, Cairo