



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:

■ The negotiation process

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■ How you react to conflict

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■ Characteristics of key negotiation styles

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■ How to successfully negotiate

Prerequisites:

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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
- Natural tendencies
- Tactics used in negotiation
- Positions versus interests
- Power behaviours
- Finding common interests
- Strategies to develop trust
- Situational analysis
- Developing your strategy
- The art of dialogue
- Asking effective questions
- Personal Learning Plan

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2. Natural Tendencies in Negotiation

- Competitive negotiations

- Negotiation factors
- BATNA
- The Negotiation Process

3. Competitive versus Collaborative Negotiation

- Two styles of negotiation

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5. Conducting your Negotiation

- The importance of listening

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6. Action Planning and Next Steps

- Your Negotiation Worksheet

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4. Preparing to Negotiate

- The Negotiation Planning Worksheet

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Further Information:

For More information, or to book your course, please call us on 00 966 92000 9278

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