

## Negotiation skills

**Duration: 1 Day    Course Code: GNS100E    Delivery Method: Company Event**

---

### 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.

### Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

---

### Target Audience:

Anyone involved in negotiations with internal or external customers

---

### Objectives:

#### ■ What You'll Learn:

■ The negotiation process

■

■ How you react to conflict

■

■ Characteristics of key negotiation styles

■

■ How to successfully negotiate

---

### Prerequisites:

■

---

### 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

- 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

- 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

### 2. Natural Tendencies in Negotiation

#### ■ Competitive negotiations

- Negotiation factors
- BATNA

### 3. Competitive versus Collaborative Negotiation

#### ■ Two styles of 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

- 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

- 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

- Negotiation factors
- BATNA
- The Negotiation Process
- Natural tendencies
- Tactics used in 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

### 5. Conducting your Negotiation

#### ■ The importance of listening

- 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

- 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

### 6. Action Planning and Next Steps

#### ■ Your Negotiation Worksheet

- 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

- 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

- 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

#### 4. Preparing to Negotiate

- The Negotiation Planning Worksheet

- 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

- 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

### Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

[info@globalknowledge.co.uk](mailto:info@globalknowledge.co.uk)

[www.globalknowledge.com/en-gb/](http://www.globalknowledge.com/en-gb/)

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK