

Negotiation skills

Duration: 1 Day Course Code: GNS100E Delivery Method: Virtual Learning

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.

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

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

www.globalknowledge.com/en-gb/

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