

Negotiation skills

Duration: 2 Days Course Code: GNS100E

Overview:

Whether you're asking for resources, negotiating with a customer or find yourself in the middle of a conflict, if you are skilled at negotiation, you will be able to navigate these situations successfully. In this active and interactive training course, you will practice negotiation techniques and receive direct feedback. This will improve your negotiation skills and allow you to discover your personal style and how you can adapt it to various situations.

Target Audience:

Anyone involved in negotiations with internal or external customers

Objectives:

- Recognise phases involved in all negotiations
 - Recognise key interpersonal skills needed at each phase
 - Know how to prepare and plan before each phase
 - Know negotiation styles and their strengths and weaknesses
 - Understand how blockages and deadlocks happen and what to do
 - Know how influencing and persuasion skills contribute to a productive negotiation
 - Be better able to handle difficult people and conflict situations
 - Work more effectively as part of a negotiating team
 - Improve ability to actively persuade colleagues and other stakeholders
 - Be able to negotiate better deals and agreements
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Prerequisites:

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Follow-on-Courses:

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

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 0800/84.009

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