

# ADVANCED NEGOTIATION (REF:OTSAN001)

## Course Objectives

Negotiation is vital for an organisation's overall effectiveness. Organisational effectiveness is a product of activities within a system - internal and external. Negotiation is critical to establishing the internal system (structure, people, functions, plans, measures, etc), and the organisation's relationship to the external system (markets, suppliers, technology, etc). Negotiation is also critical to optimising the performance of activities internally and externally (principally through communication, by people). The course is designed to improve understanding of Negotiation. Develop the skills of the individuals and in depth look at developing the skills and techniques you will need to meet business requirements in this demanding area.

## Course Description

This course will help you to think through and utilise the elements, tools and skills which best suit your own business requirements. Establish strategy and structure within the negotiation process. It will also help you to analyse your own strengths and weaknesses, build on your strengths and address any weaknesses.

The workshop elements of the course are designed to help the individual establish which elements will suite the organisations particular requirements. Other workshops will establish which styles the individual is most comfortable and most effective deploying. A variety of training methods are used on the course, including discussion, self-diagnostic questionnaire, Exercise workshops and demonstrations.

## Who Should Attend

Managers / Planners / buyers, who are currently responsible internal or external negotiation and want to further their understanding, or other personnel who are being developed for more responsibility in these areas.

## Pre-Requisites

Should have basic IT skills. No prior knowledge of Microsoft project is required

## Course Outcome

At the end of this course delegates a good understanding of, methods and techniques used and a good working knowledge of Negotiation planning, methods and techniques

## Course Outline

### Day 1 - Introduction to Negotiation

#### *Principles*

Types  
Different Styles for Different Situations  
Format  
Planning  
Preparation  
History and research

#### *Types of negotiation*

Personal style  
Team Negotiation Skill  
Techniques

### Day 2 - Factors affecting outcomes

Alternative and Variables  
Timing  
Contingency  
Presentation  
Workshop

#### *Variables on type*

Negotiation margins  
Selling negotiation  
Purchasing negotiation  
Staff negotiation  
Negotiation by executives with regulatory / planning authorities  
Debt negotiation  
Sales negotiation  
Workshop



# ADVANCED NEGOTIATION (REF:OTSAN001)

## Day 3 - Approaches and details

- Recording results
- Negotiating Collaborative approaches
- Order of presentations
- Summarising
- The Acceptable Compromise
- Trade concessions
- When not to negotiate
- Negotiation tips
- Course Summary and close

