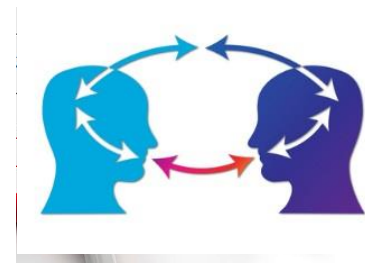


NEGOTIATION SKILLS (REF:OTSNS001)



Duration: 3 DAYS

Target Audience: Managers

Overview

This course is ideal for those who need to influence, persuade and negotiate. This workshop will teach you how to keep a cool head in the planning, delivery and closing of a negotiation. You will learn how to assess and manage risks should agreement fail, read the non-verbal signals, manage the emotional and behavioural elements, make your bid assertively and secure the desired outcome.

As a delegate, you will be given an opportunity to examine ways to enhance your negotiation outcomes, and will be introduced to the latest and most respected ideas and techniques in influencing, persuading and negotiating. Using a coaching/ facilitating style, the workshop leader will provide useful insights and practical opportunities to blend your existing negotiations expertise with fresh, high-level insights gleaned from best practice.

The workshop will make extensive use of case studies to provide insight into real-world situations. Further practice using role-plays and small group activities will provide immediate feedback that delegates can use to refine their skills.

Objectives

By the end of this course successful participants will be able to:

- Understand how different personalities negotiate and what motivates them
- Accurately profile the personality of the person you are negotiating with
- Know which negotiating style will work with each different personality
- Plan for a critical negotiation
- Deal with deadlock and difficult people in a negotiation
- Reach an agreement constructively
- Close important deals
- Ensure that a negotiated agreement holds

Course content

The dynamics of negotiations

- The win/ win approach
- Focusing on underlying interests, not demands
- Negotiation as a process, not a result
- Underlying values and beliefs
- Hidden motivations and agendas
- Framing the issues for consensus rather than dispute

Powers of persuasion

- The power of persuasion – empathy and sincerity work
- Being a good listener – why listening is so crucial
- Attention please – keeping attention where you want it
- Making words work for you – the power of psycholinguistics
- Negotiating for mutual benefit
- Difficult people and their behaviour
- The six steps to influencing people
- How to say 'No' to clients when you have to

Critical elements of negotiating

- The criteria of judging negotiation methods
- Mutual gains and bargaining
- Mutual gain options
- Positional bargaining

Interactive insights



- Interpreting underlying messages
- The role of body language
- Language ability and voice quality
- Effective listening techniques
- Sharp questioning techniques
- Managing conflict
- How to enhance your emotional intelligence
- Social styles

Advanced negotiation skills

- Interactive behaviours
- Developing trust in negotiations
- Offers and counter-offers
- Collaboration v competition
- Inter-company negotiations

