

Professional Business Negotiating Skills

INTRODUCTION

The course is structured to view all types of negotiation with the use of role play and practical workshop enabling the delegate to look at various techniques and apply the skills as they learn. The delegates will develop successful negotiation strategies and review ways to integrate negotiating skills into the management role.

COURSE OBJECTIVES

By the end of the course, delegates will have:

- **Defined** and identified opportunities for using the skills of negotiation.
- **Demonstrated** their understanding of the "Win-Win" strategy.
- **Explored** the sources and limitations of power.
- **Examined** the process of negotiation.
- **Learnt** the steps of prepare and plan for negotiation.
- **Explored** the use of concessions and compromise as means of reaching agreement.
- **Defined** the four key phases of negotiation: investigation, presentation, Bargaining and agreement.
- **Practised** the key skills of establishing rapport, questioning and listening.
- **Knowledge** of the factors which make a difference between effective and average negotiators.

COURSE CONTENTS

What is Negotiation?

- Defining negotiation
- The skills of negotiation
- Recognising opportunities to negotiate

Win-Win Strategy

- Co-operations versus competition
- The philosophy of win-win
- The value of a win-win strategy

The Process of Negotiation

- Defining the bargaining arena

Preparing to Negotiate

- Defining goals and objects
- Clarifying the issues
- Gathering information
- Preparing for conflict
- Planning the compromises and concessions
- Deciding the acceptable level of agreement

COURSE DURATION: 2 Day Course

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