

NEGOTIATION SKILLS (LABOUR & COMMERCIAL)

PURPOSE / OUTCOME

At the completion of the workshop, participants should be able to:

- understand personal strengths or obstacles when influencing people or situations
- understand the nature and sources of conflict
- apply basic conflict management skills
- understand and implement an appropriate negotiations strategy
- understand the difference between a positional and an interest-based approach to negotiations
- implement the mutual gains approach in negotiation scenarios (commercial or labour)
- prepare for real negotiation scenarios
- execute a negotiation
- know how to address complicating factors and hard bargainers
- improve communication, relationship building and networking skills through understanding own strengths and potential obstacles

PRACTICAL ACTIVITIES

Learning takes place through extensive analysis of study material, case studies and practical role plays. Individual coaching sessions available post-training (profile discussions, practical development activities, etc.)

TARGET GROUP

All employees involved in negotiation, e.g. managers, sales and marketing staff; those who need to influence and build relationships

CONTENT

- Influencing preferences: understanding your unique style and how this will influence your conflict handling and negotiation style
- Conflict: understanding conflict and the role of negotiation in resolving it
- Approaches to conflict: various systems and approaches
- Conflict management style and negotiation
- Identifying content, process and relationship issues
- Mutual gains approach
- Positional and interest-based bargaining
- Common errors made during negotiations
- Defining success in negotiations
- Preparation for negotiations: the seven elements of preparation
- Interacting with the other side: the five phases of negotiation
- Characteristics of a good negotiator
- Power in negotiation
- Obstacles and complicating factors
- Ethics
- Becoming a better negotiator
- Dealing with difficult people (understanding why you find it more challenging to deal with certain people)
- Assertiveness in communication – practical actions to take to improve communication skills & improve your ability to build strong working relationships
- Breaking deadlock

DURATION

2 days