

NEGOTIATION SKILLS (LABOUR & COMMERCIAL)

Duration: 2 days

Objective

To provide negotiators with a sound knowledge of the principals of negotiation and to skill them in the techniques and behaviours required to effectively negotiate sustainable agreements.

Design

- Influencing preferences: understanding your unique 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 7 elements of preparation
- Interacting with the other side: the 5 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

Target group

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

