

## Negotiation Skills

**Length:** 1 Day

**Summary:** Participants will understand how they can negotiate constructively with colleagues, suppliers and customers and be able to carry out a negotiation which creates a win-win outcome for all parties. This course covers all the basics of negotiating in a practical and interactive way.

People who can master the art of negotiation find they can save time, save money, develop a higher degree of satisfaction with outcomes and earn greater respect in the workplace. This training will help you gain confidence when negotiating with both internal and external people and it will help develop your negotiation and influencing skills.

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## COURSE CONTENT

### AN INTRODUCTION TO NEGOTIATION

- What is negotiation?
- Negotiation and conflict

### NEGOTIATION: ATTITUDES, APPROACHES AND SKILLS

- Negotiation styles
- Communication: Listening
- Managing conflict during negotiation
- Conflict resolution styles
- Characteristics of a successful negotiator

### NEGOTIATION: THE PROCESS

- Preparing to Negotiate
- Collecting Detailed Information
- The Basic Steps in Negotiating
- Step 1: Getting to Know the Negotiators
  - Establish Rapport
- Step 2: Stating Goals and Objectives
- Step 3: Starting the Process
- Step 4: Revealing Disagreement and Conflict
- Step 5: Narrowing the Gap Between Negotiators

- Step 6: Finding Alternatives for Resolution
- Step 7: Agreement in Principle, Settlement, and Acknowledgment

### FOLLOWING THROUGH

- Evaluate the Success of the Negotiation
- Follow Up on the Relationship

### DEALING WITH DIFFICULT ISSUES

- Being Prepared for Environmental Tactics
- Dealing with Personal Attacks
- Dealing with Manipulation
- Dealing with a Difficult Person
- Controlling Your Emotions
- Deescalating Conflict
- Understand your temperament