



Negotiation Skills

Course Synopsis

Negotiation is an invaluable skill for any manager. The skill is employed when negotiating agreements with vendors and contractors, to negotiating with stakeholders, customers and team members. This highly interactive program covers the dynamics, processes and techniques of internal and external negotiation situations. Mini lectures with in-depth hands-on practice, this program provides participants the opportunity to experience hands-on negotiations.

You will learn how to analyse negotiation styles, diffuse conflicts and turn it into an advantage and negotiate more effectively and profitably. Participants will receive coaching and feedback from the facilitator and other participants.

By the end of the course, you would have explored the dynamics of both competitive and collaborative models of negotiations. To ensure you maintain and build these skills, the program includes a personal action plan that will ensure the integration of new knowledge and skills in your personal and professional life.

Methodology

This workshop will comprise of hands-on exercises, group discussions and presentations, facilitation and sharing, critique and review.

Recommended Duration

2 days

Course Outline

- Basic principles of negotiation
- Describing the competitive styles
- Determine yours' and other parties' influencing styles
- Position and interests of the negotiating parties
- Defining the competitive and collaborative approaches to negotiation
- Understand stance and aspiration, zero sum, giveaways and levers
- Developing a Best Alternative To a Negotiated Agreement (BATNA)
- Discussion on power and politics
- Negotiating across cultures
- Team negotiations