



Negotiation Skills

Overview

This one day course will help delegates to employ practical skills to conduct win-win negotiations, both with external organisations, suppliers or customers, and with colleagues and internal personnel. Throughout the course practical exercises will be used to practise new negotiation skills. The course enables participants to explore how their own personal style and attributes are successfully applied to the negotiation process.

Target Group

This course is aimed at any personnel who are required to perform either face to face or telephone negotiations as part of their working role.

Objectives

By the end of this course delegates will be able to;

- ✗ Understand negotiating and its impact on their business.
- ✗ Demonstrate the key skills required to be a successful negotiator
- ✗ Understand the importance of preparation
- ✗ Utilise the necessary 'tools' to gain the desired outcome

Course Content

Below is an overview of the topics that are covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.)

- ✗ Negotiation and its Benefits
- ✗ Qualities of an Effective Negotiator
- ✗ Understanding the negotiation process
- ✗ Preparing for Negotiation
 - Developing a strategy
 - Checklists & targets
 - Gathering information
 - Mental preparation
 - Location
- ✗ Negotiation in Action
 - Stating your case
 - Identifying the benefits to the other party
 - Asking the right questions
 - Using effective listening
 - The importance of body language
 - Recognising verbal and non-verbal indicators of intent and progress
 - Dealing with difficult negotiators
 - Meet both sides' objectives
- ✗ Closing the Deal
 - Knowing when to close
 - Different methods of closing
 - Overcoming objections
 - Signed, sealed and delivered

Outcomes

Each delegate will receive individual feedback and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.