



Introduction to Negotiation Skills

Negotiation is not always about buying and selling. It is often about exchanging time, priorities, resources and deliverables to help things run smoothly. At work and home we negotiate lots of things daily and for the most part we do it well. But there are times when we feel we could have done better or have missed a 'trick'

This programme is designed for anyone involved in everyday negotiations – it will help you understand what you can do to be more effective and achieve an even better result where small 'wins' can have a big impact on the bottom line.

Outcomes

You will learn about:

- The underpinning principles so you know when you are in a situation where negotiation is possible
- The steps involved and how to prepare for each stage
- Some useful techniques to help you trade 'concessions' and create a win/win outcome
- What you can do when other side 'plays games'
- Practice the techniques in a number of scenarios and a real world situation of your choosing

Who should attend?

Anyone who is involved in persuading others in the business of resource allocation, sales and complaint handing and making operational requests of others.

Pre-work

Participants will be required to bring along some personal examples of typical negotiation situations they get involved in – these will be worked on during the programme so participants have real practical take aways to apply back at work.

Course content

Principles of negotiation

- bargaining arena
- win/win
- keeping site of the long term goal

The five stages

- preparation
- understanding both positions
- value 'stacks' and concessions
- practical preparation for each stage



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Behaviours and tactics

- skills of the successful negotiator
- best practice to follow/ pitfalls to avoid
- keeping on track
- understanding 'games'

Practical

- examples to work on
- 'real play' practice
- discussion of key learning points

Personal action plan

- review of your action points to work on

Maximum number of delegates: 8

Comments From Past Delegate

"I learned a lot about myself which will help in future negotiations"
Katja Broeker Abcam, Scientific Support Specialist

Cost: 1.5 units

To register please email our Training Co-ordinator on registrations@thelearningcollaboration.com