

Negotiation Skills

Overview:

We negotiate all the time. Whether it's with people in our workplace, clients, suppliers, sales people, family members or others, it really pays to understand the essential skills of negotiation. It can make the difference between a successful life and a life of accepting second-best.

This program presents a framework for understanding what negotiation is and how you can position yourself in a negotiation process to achieve great outcomes. It covers foundational elements of negotiation, a framework for understanding the tasks involved in a negotiation process and, most crucially, the keys to working with people in often challenging circumstances. The focus is towards managing yourself and the other party in a constructive manner to achieve the best outcomes possible for everyone.

Duration: 3 Days

Target Audience:

- Relevant for all staff members

Topics:

- *Understanding the negotiation process*
- *Fundamental concepts: Distributed vs Integrated Negotiation; BATNA; WATNA; ZOPA; Anchor Points; Negotiation Tactics; Exploring Interests*
- *Collaborative vs Combative Negotiations*
- *Setting up the negotiation process*
- *Managing the negotiation process*
- *Getting to No*
- *Dealing with conflict and other challenges*
- *Achieving win-win outcomes*

Additional Information:

This program includes the following:

- Numerous negotiation simulations
- The opportunity to self-assess via the Negotiation Profile
- A comprehensive negotiation workbook