

Negotiation Skills

Learning Objectives

This course covers the essentials of creating 'good deals', whilst also maintaining good business relationships.

By the end of the course you will:

- understand the steps involved in negotiation and how to take control of events;
- understand various negotiating styles and be able to select the most appropriate for the current situation;
- have learned the 'rules and rituals' of negotiation to create the best chance of achieving a successful outcome;
- be able to prepare effectively for negotiations;
- be able to use body language and communication skills to aid negotiation;
- know when not to negotiate and to use other, more effective tactics;
- have an action plan to take forward.

Programme

0915	Assemble and welcome
09:30	Course objectives and introductions
	What is negotiation?
	Different negotiating situations
	Different negotiating styles - exercises
	The stages of negotiation
	© a framework for success
	Lunch
	Influencing skills - Negotiating tactics
	© Push and Pull Behaviours
	© Assertive communication skills
	© Getting to 'yes'
	Dealing with tough negotiating situations
	Review and action plans
1630	Evaluation and close