

# Core Skills Programme

## Negotiation Skills

### Course Outline

#### Introduction

Good negotiating is an essential skill to influence the outcome to a commercial process, where the parties may have different perspectives, positions and business interests. It is about achieving agreements that are right for the various parties in order to develop the business and build effective long-term relationships.

#### For

For people who need to develop commercial relationships with customers, suppliers and colleagues that promote your business interests and builds positive relationships with the other parties.

#### Objectives

The objective of the programme is to implant the skills and techniques of good negotiating practices so that conclusions are reached by intent rather than by chance.

Specifically, the course objectives are to:

- Analyse delegates current negotiating behaviours and skills
- Explore alternative behaviours and skills that maximize negotiating ability
- Understand the negotiating process
- Provide a template for planning and executing negotiation situations successfully

By the end of this programme, the delegates should be able to:

- Understand the structure underlying all negotiation
- Use the most appropriate strategies, skills and tactics for effective negotiation
- Put new skills straight into practice confidently
- Pick up signals, make proposals, bargain and trade effectively
- Break any deadlocks stalling the negotiation
- Cope effectively with more difficult people
- Recognise when and how to make concessions
- Secure win/win results

#### Course Content/ Learning Components

The course introduces business negotiation as a process and set of skills:

- Group Dynamics and the Interpersonal Skills of Negotiation
- Negotiation as an 8 step process
- Behaviours required
- Practice of the key behaviours required
- Handling Difficult People And Specific Negotiation Situations

This is a practical-focused course in which delegates will be required to get to grips with how to negotiate in the business world, as well as successfully influencing their own commercial relationships. The course will be a mixture of trainer input, group discussion and role-playing.

#### Behavioural Competency Addressed

The following primary competencies and success factors will be addressed in the course:

- Customer Focus.
- Working with Others: Building Relationships.
- Communication: Delivery Through People.

**Duration**

This is a two day course.