

Essential Negotiation Skills

Description: This course demonstrates how to negotiate to a position of success. Too often a group will meet to negotiate an arrangement and fail to come to a reasonable position - entrenched positions will stop useful negotiation and poor use of interpersonal skills leads to "stand off" positions. Aggressive behaviour wins out and the result is not implemented.

This course prepares attendees for successful win-win negotiations.

Audience: People whose role involves reaching agreement with others.

Duration: 1 Day

Objectives: On completion of this course participants will be able to:

- ✧ Define Negotiation, Influence and Bargaining
- ✧ Identify what makes a good negotiator
- ✧ Improve use of discussion and active listening
- ✧ Negotiate for resolution and consensus
- ✧ Achieve closure

Benefits:

- ✧ It is a very practical course where the skills and techniques can be put into practice immediately
- ✧ Delegates will learn a structured approach to preparing for & conducting a negotiation
- ✧ Participants will understand the essential part played by good communication
- ✧ A good understanding of the essentials of concession
- ✧ Learn some good tips for Negotiation



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Content:

Preparation for Negotiation

Why excellent negotiators are always well prepared
Understanding concept of Trading instead of yielding
Knowing your objectives range and exit point (FEP)
Thinking about what other side will want (empathy)

Communicating

Listening and questioning gain negotiating advantage
How talking too much can weaken the case
Understanding the importance of voice tone
Reading their body language
The requirements for negotiating in teams
Strict rules for negotiating in teams

Concessions

Concessions are essential to all negotiation
Getting the other party to concede first
How to make concessions that progress negotiations
Learning the concept of conditional offers (if you could...I might be able...)

Negotiation Tips

Good negotiating habits to practise
Each side has power - understanding your power base
How price only matters after everything else is agreed
How professional negotiators operate - their tactics explained

Reaching Consensus

What happens when one side wins and the other side loses
Seeking win-win outcomes
Being hard on problem - soft on person
Reaching an agreement that will remain steadfast

Finally

How to avoid post agreement negotiation (salami effect)
Legal contracts remain part of negotiation
Celebrating a successful conclusion



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