

## 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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