



NEGOTIATION SKILLS

Course Template

Outcomes:

Participants will be able to practice principled negotiation, based on ethical practices, assertive communication and an underlying *win-win* philosophy. They will also have the skills to deal effectively with obstacles and tactics, and bring negotiations to a successful conclusion.

Target Audience:

All those for whom negotiating is an integral part of their job (ideally 12-14 participants)

Duration:

Preferably two days

Objectives:

On completion of the training, participants will be able to:

- identify their own typical style (and strengths/weaknesses) when negotiating
- practice the communication skills needed for effective negotiation
- employ ethical, cooperative negotiating relationships
- deal effectively with obstacles and opposition tactics
- appropriately plan, propose, bargain and reach agreement in negotiation situations.

Key Content:

- What is principled negotiation?
- Aggressive, submissive, and assertive negotiating styles
- Your negotiating style
- Communication and assertive ness skills in negotiation
- The four phases of negotiation:
- Dealing with obstacles and opposition tactics
- Negotiation skills practice
- Action Plan

Comments by Participants:

- *Negotiation techniques excellent*
- *It was more beneficial than expected*
- *I picked up important points to use in the workplace*
- *Met expectations – especially in developing negotiation skills*
- *Lots of fun and new ideas*
- *Good run-down of basic negotiation techniques*