

Negotiation Skills



This **two day** course in negotiation skills is a highly interactive and practical course which enables participants to develop effective negotiation and influence skills for immediate application.

A particular focus on developing negotiation and influence skills that are relevant and can be employed immediately in the engineering workplace.

Target Audience ➤ For those who are new to negotiating in the workplace, or for those who are in need of updated/refreshed knowledge and skills.

➤ Course Outline

What is Negotiation?

Overview of the process of negotiation and a look at the skills that effective negotiators use and avoid during the process.

Roles for Effective Negotiation

Discuss the range of skills needed to be an effective negotiator, and determine a range of ways for developing some of the skills we lack.

Negotiation Styles

Different styles of negotiation; participants will undertake an exercise to determine their preferred style and how to negotiate effectively with those who have different styles.

Negotiation Steps

Step 1: Preparation

What to do even before the process of negotiation begins.

Step 2: Exploration

The importance of building a positive relationship with the other party at the start of negotiations; techniques to limit the resistance that may be felt between the parties involved.

Step 3: Negotiate

Gaining permission to negotiate; determining what type of negotiation and outcome is best and most likely.

Step 4: Closing

Dealing with the other parties objections before closing a negotiation; what to do if no agreement can be arrived at.

Step 5: Follow Up

What to do after an agreement has been reached; following up to ensure the negotiated agreement translates into action.

The Negotiation Environment

Defining what the effective environmental elements are for the negotiation process.

Influencing Skills

Identify tools and techniques to influence the outcomes of negotiations; effective application of influencing tools and techniques.

Dispute resolution

Negotiations don't always go smoothly. If conflict develops we need to know what our options are. The five common resolution modes outlined by Thomas and Kilmann are explained and a practical exercise carried out to determine our own strengths and weakness, and the advantages and disadvantages of each mode.

Negotiation Simulations

Case study and role plays / simulations to consolidate learning.

When people "play dirty"

A detailed look at some of the more common 'dirty tricks' some people use in negotiations; Develop counter tactics to bring negotiations back on track.

➤ Course Objectives

At the end of the course participants will be able to:

- Understand the meaning and nature of negotiation
- Identify and use a range of strategies for negotiation
- Understand the different roles required in the negotiation process
- Understand and use a variety of styles for effective negotiation
- Know some of the common 'tricks' poor negotiators use and how to deal with them
- Discuss and use a staged approach to negotiation, and
- Apply different negotiation strategies to their work and/or personal dealings.

“Excellent and interesting and I will recommend this course.”

*Mining Engineer
John Holland Mining*