

INTRODUCTION

The ability to positively influence and successfully negotiate desired outcomes are essential skills critical for business and personal success.

The importance of successful negotiation therefore cannot be overstated. Negotiation is knowing when to use the right strategy for each situation. Effective negotiation skill will help you to find a solution to achieve a win-win situation that maintains the relationships and while allowing everybody to meet their criteria of success.

This informative, highly interactive and activity-based workshop equips participant with a structured approach, knowledge, skills, tools and techniques to analyze & prepare for negotiation. You will learn how to execute proven tactics, refine your personal negotiating style, and improve your ability to bargain successfully in any situation.

WORKSHOP OBJECTIVES

At the end of the workshop, participants will be able to:

- Resolve negotiating situations with confidence.
- Appreciate key communication and interpersonal skills needed in negotiation.
- Recognize the phases you might encounter and how to deal with them.
- Plan and prepare successfully for negotiations.
- Know your preferred negotiation style, when to use different styles, and the strengths and weaknesses of each.
- Employ effective negotiation strategies using appropriate tactics for co-operative or competitive negotiating strategies.
- anyone who is interested in developing and sharpening their personal influencing and negotiation expertise, both within and outside the organization.

WORKSHOP OUTLINE / CONTENT

NEGOTIATION

- The definition of negotiation
- The “Negotiation House”
- 3 interdependent elements required by effective negotiators

YOUR STYLE AND SKILLS

- Characteristics of an effective negotiator
- What you need to know about focus, assumptions and perceptions when communicating
- Understand and apply “Colored Brain” Communication techniques to influence your negotiation process

YOUR NEGOTIATION STYLE

- Assessment of your own negotiation style
- Preferred negotiation styles – strengths and weaknesses

PLANNING FOR NEGOTIATIONS

- Setting the stage for productive negotiation
- Variables

USING POWER OF INFLUENCE

- Sources of power & leverage
- Understand your objectives & bottom line
- Know your counterpart’s position & personality

- Framing to influence

PHASES OF NEGOTIATION

- The Introductory Phase
- Differentiation Phase
- Integration Phase
- Settlement Phase
- Post-Settlement Implementation

NEGOTIATING TACTICS

- Early tactics
- Relationship tactics
- Pressure building tactics
- Pressure removing tactics
- Offers Tactics
- Ending Tactics
- Special Negotiation Tactics

HANDLING DIFFICULTIES

- Hot potato
- No authority claim
- Managing conflicts
- Time pressure
- Ultimatum
- Stalemates
- The unexpected

NEGOTIATION EXERCISE AND CASE STUDY

TRAINING METHODOLOGY

The workshop will be activity-based and interactive with experiential and accelerated learning. Activities, group discussions, case studies and role play will be used to bring across pertinent learning points. Participants will be fully engaged for optimal learning and maximum results.