

Negotiation Skills

COURSE DURATION:

Four days

COURSE INTRODUCTION:

Negotiating is an essential management competency in all organizations. Having the skills to negotiate either collectively or individually is a key element of business. Many managers and executives have reached their positions due to their technical knowledge and performance and find to their dismay that their new roles require extensive social skills to ensure success. Amongst these competencies "negotiation" stands out as a uniquely difficult competency to master because of its complex combination of business acumen, conflict handling, self-management and communication skills.

COURSE OBJECTIVES:

The negotiating skills course covers all the elements mentioned above and aims to equip the participants with the basic knowledge and skills to understand the process of negotiating and also to provide them with the skills to negotiate effectively in either individual, corporate or collective negotiations.

WHO SHOULD ATTEND?

The course is aimed at providing basic negotiating skills and as such would be appropriate for new managers, team leaders and specialists who are required to conduct negotiations in various fields including purchasing, sales, union based agreements, inter-company arrangements, contracts, and various management practices where effective negotiation is a required competency.

Typical attendants would be;

- New executives and managers
- Procurement staff
- Sales and marketing staff
- Human resources staff
- Contract Managers
- Industrial relations staff
- Negotiators

COURSE METHODOLOGY:

This course is based on the principle of participation and group work and includes several group exercises, role-plays, case studies, videos, lectures and discussions.

TOPICS TO BE COVERED:

Day 1 –

1. What is negotiation?

- the nature of negotiation
- types of negotiations
- various objectives in negotiations

2. **Preparing to negotiate**

- negotiation is a process, not a result
- defining your objectives
- knowing the other party
- identify alliances
- gather information
- knowing yourself
- negotiating as a team
- understanding positions, issues and expectations
- getting a clear mandate

3. **Practical exercise**

4. **Managing the climate**

- setting the tone
- types of climates
- location and venue
- time and noise
- space and layout

Day 2 -

5. **The role of power in negotiations**

- principles of power
- influence, persuasion and manipulation
- positive and negative means of influence

6. **Video**

7. **Communicating skills for negotiation**

- emotional intelligence
- listening
- questioning
- talking
- non-verbal communications
- the power of silence

8. **Video**

Day 3 -

9. **Conflict and its role in negotiations**

- types of conflict
- conflict management styles
- language that escalates conflict
- separate people from the problem
- dealing with difficult people

10. Case-studies

11. Negotiating tactics

- basic rules
- pre-negotiation conditioning
- different negotiating styles
- finding common ground

Day 4 -

12. Negotiating tactics (continued)

- opening moves
- laws of concession
- tricks of the trade
- dealing with bad faith bargaining
- securing agreement
- other methods of dispute resolution

13. Role-play

14. Achieving win-win

- integrative vs. distributive negotiations
- closing the deal
- golden rules

15. Assessment

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