

Workshop Summary

The outcome of negotiation can be spectacular. There are few areas in which time and effort can yield such immediate and profitable returns. A successful negotiator will seek out the other’s real position yet give away as little as possible of their own strategy. Despite these aims, it is only a “win-win” scenario that will secure a deal, create respect and promote long-term relationships. This practical two day Workshop will provide participants with commercial negotiating skills and an understanding of the negotiation process. Role-play, individual exercises and syndicate work will speed the learning process and enable delegates to negotiate with confidence and skill back in the work place.

Who Should Attend

Anyone who has to negotiate effectively as part of their jobs, be that with colleagues, customers or suppliers.

Benefits to You and Your Organisation

By the end of the Workshop, participants will be able to:

- Develop and use the Interpersonal Skills and Techniques crucial to Effective Negotiation
- Understand the Processes of Negotiation and be able to apply these to different work situations
- Plan Strategies and Tactics and set Realistic Targets
- Recognise when Tactics are being used against them and employ Techniques to defend their position
- Avoid Showdowns and handle “deadlocks”
- Trade Concessions, having assessed cost and worth
- Understand how to achieve a “win-win” position every time

This workshop has been Endorsed by the Institute of Leadership & Management. If you would like to register for an ILM certificate of attendance, please enquire for further details.

Workshop Contents

- Introduction: Skills of a Successful Negotiator; Assessing your Personal Strengths and Weaknesses; Recognising “win-win”, “win-lose” and “lose-lose” situations
- Planning and Organising: Knowing your Situation and Theirs; Setting Objectives and establishing Best and Worst Outcomes; Being clear about your Limitations; Assessing the Power of the other Party
- Tactics and Techniques for Opening and Developing Negotiations; Rapport Building and helping to gain respect; Signals and their Interpretation; Questioning and Listening Skills; How to avoid Weakening your position; Why giving a Concession means getting one in return; Handling Deadlocks, Antagonism and Conflict
- Securing the Deal: Recognising when you have reached the Bottom Line; The need to confirm the Details and the Follow Ups

How to Influence and Persuade Others to Get Things Done (MD8); Building Positive Relationships for Success at Work (COM2); Presenting Yourself, Your Work, Your Ideas (COM3); Effective Communication through Assertiveness (COM7)

Any of our Workshops can be tailored and delivered In-Company. Contact us for more details.

Dates On Application

Fee On Application

‘Please note the above Workshop requires minimum attendance numbers’