



Workshop Overview

Managers negotiate daily, however most of their negotiation tends to be informal conversation with staff, co-workers, and customers and over the years they tend to lose the real art negotiation as they are removed from the coal face and exposed to more administrative management duties. This workshop looks at the core areas of negotiation and introduces the processes and skills required to help you prepare, plan and be successful in a negotiation scenario.



Benefits

Participants attending this two-day workshop will benefit by getting a toolkit offering a range of options for closing negotiations. They will learn the skills to assess risk and implement contingency in event of non-agreement and the techniques to establish a positive negotiating environment. The workshop will also highlight the benefits of tradeable, red herrings, cost versus value.

Outcomes & Content

- ✓ Develop an effective plan for any negotiation
- ✓ The stages of negotiation
- ✓ Adapting your approach for each stage
- ✓ Research techniques
- ✓ Key strategies and objective setting
- ✓ Best alternative to a negotiated agreement
- ✓ Bid preparation and the counterpart's position
- ✓ Understanding non-verbal communication
- ✓ Tips for breaking deadlocks
- ✓ Cultural differences
- ✓ Contracts and service level agreements
- ✓ Identifying trading currencies
- ✓ Bid, bargain and close the deal



Who should attend ?

This course two-day has been designed specifically for managers who need to reignite their negotiation skills, the workshop will help them enhance, develop and improve their negotiation capabilities to maximise positive outcomes in future negotiation. The workshop is also very popular with those involved in service level agreements or contract negotiations.

