

Negotiating Skills

Negotiate for long term effectiveness

Course Objectives

- Approach negotiation in the correct frame of mind
- Aim for the correct outcome
- Negotiate calmly and logically and use appropriate language for negotiation
- Use listening skills to quickly build rapport
- Frame questions for maximum influence
- Meet their negotiation objectives by overcoming barriers
- Negotiate with different personalities
- Overcome manipulation tactics

Customisation

StressLess Learning works in partnership with clients to customise and refine all course content and duration to suit both organisational goals and individual learners requirements.

All course outlines are therefore to be used as a guide only.

Duration

Flexible

Target Audience

Anyone who wants to improve their negotiation, communication and influencing skills by adopting advanced communication techniques that help to avoid conflict.

Course Outline

Negotiation

- Your view on negotiation
- Negotiation not conflict
- Defining your approach

Negotiation outcomes

- Combative/competing
- Accommodating/complying
- Avoidance/stubborn
- Consultative/collaborating

Negotiation preparation

- Position & needs
- Objectives
- Total resistance point
- Best alternative to a negotiated agreement
- The negotiating environment
- Where best to negotiate

Negotiation barriers

- Perceptions
- Cultural
- Jargon

Negotiation ramifications

- Thinking ahead
- Being prepared

Negotiation encounter

- Listening habits
- Listen to understand
- Demonstrate listening
- How to remove emotions and remain calm and in control
- Calm others
- Personalities & behaviour in negotiation
- Exploring closed and open questions
- Decision structures
- Language to avoid

Negotiation tactics

- Being aware of negotiation tactics
- Statements of “fact”
- Direct questions
- Handling stressful situations
- Escalating demands
- Artificial deadlines
- Take it or Leave It
- Handling manipulation tactics

Modern Negotiation

- A modern approach for conflict free negotiation