

Essential Negotiation Skills

Duration: 2 Days

Course Overview

Participants will be able to discuss real-life situations with a trainer who can understand the specific details and offer relevant advice. This course is aimed at all staff in a negotiation role, be they buyers, sales teams or customer services staff. It will be found particularly useful by participants who have not had previous negotiation training or who wish to improve their negotiation skills/confidence.

Objectives

- Achieve a more profitable outcome from negotiations
- Approach negotiation situations confidently, and carry them out within a clear structure
- Ensure that they have clear goals and that these are obtained and ratified from within your company if necessary
- Take the lead in discussions and spot all negotiation opportunities
- Bargain in a flexible manner which makes it more difficult for the other party to move you from your desired outcome.

Course Content

- What do we mean by negotiation?
- Different styles of negotiation
- Negotiation pitfalls
- Planning and preparation to prevent getting caught out
- The negotiation process (Exercise)
- Bargaining within your options
- Taking adjournments
- Clarifying before committing
- Closing the process
- Planning for effective negotiation
- Estimating where power lies and achieving win-win results
- Managing the meeting
- The fundamentals of communication within negotiation

Benefits

By the end of the day candidates will be able to:

- Achieve a more profitable outcome from negotiations
- Approach negotiation situations confidently, and carry them out within a clear structure
- Ensure that they have clear goals and that these are obtained and ratified from within your company if necessary
- Take the lead in discussions and spot all negotiation opportunities
- Bargain in a flexible manner which makes it more difficult for the other party to move you from your desired outcome.

Ideal for: Supervisors, Middle Managers and Team Leaders from any sector.

Mode of Delivery

Tutor-led classroom training