

Negotiation *skills*

IT IS IMPORTANT TO UNDERSTAND THAT BY DEVELOPING YOUR NEGOTIATING SKILLS AND CONFIDENCE, YOU WILL DELIVER BETTER OUTCOMES FOR YOUR ORGANISATION.

We have all been involved in situations that required us to negotiate whether at home or at work. Most of us feel uncomfortable in such situations because it involves some degree of conflict. It is important to understand that negotiation is simply a process. Once you understand how it works you will be more confident and skillful in negotiating better outcomes.

How good are your negotiation skills?

Ask yourself the following:

1. I believe everything is negotiable all the time.
2. I plan and have a clear strategy before going into a negotiation.
3. I know my BATNA (Best Alternative to a Negotiated Agreement).
4. I separate people from the problem.
5. I look for multiple solutions.
6. I always aim at achieving a win-win outcome.
7. I can adjust my negotiation plan based on unanticipated moves by the other party.
8. I communicate carefully and effectively.
9. I use active listening and questioning skills.
10. I ensure that my negotiation decision is based on results not emotions or pressure.
11. I am aware of both mine and the other party's personality style.
12. I can deal with difficult people effectively.
13. I am aware of the dirty tricks and gambits that are often used in negotiations.
14. I know exactly when and how to close a negotiation.
15. I always prepare a closing checklist.
16. I never damage the relationship with the other party.

YOUR SCORE?

Good negotiators generally score "YES" to 12 of these questions.

If you scored less, you should think about learning how to improve your negotiation skills.



Your **Negotiation Skills** program is a one day program custom designed to help participants be better prepared to apply negotiation strategies in order to achieve desired outcomes.

This training program examines simple strategies that will enable your people to have more control of the negotiation process. This challenging training program uses short presentations, role-plays and team activities to provide participants with the confidence to negotiate better.

Key learning outcomes

Your **Negotiation Skills** program will give participants the skills to:

- Plan and prepare for negotiations.
- Identify and overcome the conflicts that occur during negotiation.
- Apply the most appropriate style of negotiating based on the situation at hand.
- Understand the other party's needs before the negotiation takes place.
- Overcome dirty tricks and gambits often used in negotiation.
- Invent win-win outcomes for both negotiating parties.
- Understand different personality styles.
- Get beyond No.
- Understand the psychology of negotiation when dealing with different genders, ethnicities, generations and personality types.
- Find the person of power of the other party.

Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- **Ideal group size:** 4 - 12 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** This program can be adapted to meet your requirements.
- **Cost:** Price on request.
- **Target Audience:** Employees, Supervisors, Team Leaders, Senior Managers or CEO's.

If you would like more information on this training program, please contact:
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www.preftrain.com

