

## Negotiation Skills

**Audience:** Anyone

**Prerequisites:** None

**Course Duration:** 1 or 1.5 days

**Course Level:** Beginners & Intermediate

Negotiation is a skill that we use almost every day. However, negotiation is also one of those skills that everyone learns on the job. From early age, kids learn how to negotiate with their parents over what they want and enhance this skill as they learn from their success. However, as we grow we seem to lose that skill and become less successful in getting exactly what we want. Somehow our perspective changes and we develop bad habits. Unfortunately, most people are not trained systematically on negotiations even though this skill can be quite beneficial to them in both their personal and professional lives.

This course covers a wide range of topics such as negotiation strategy, game theory, psychological tactics, human emotional states, bargaining and so on which prepares delegates for a variety of situations that require negotiation. Case studies and scenarios such as business to business negotiations, sales scenarios and product presentations are provided along with slides, animations and illustrations that better help to show how bargaining tactics are played out. Real world negotiation examples are examined in detail and delegates are then asked to participate in similar setups to use the negotiation principles discussed in the course.

By the end of this course, participants will be able to:

- Understand the underlying principles of negotiation and learn what you can do to get the best outcome
- Use a negotiation strategy that moves you closer to a win/win outcome
- Prepare for negotiation by following a step-by-step approach and set your critical limits
- Use a set of psychological tactics to explore the other side's motives and learn how to respond to tactics used by them
- Derive specific values based on your negotiation variables and use them to bargain systematically over your settlement range
- Finalise the outcome of your negotiation to get exactly what you have asked for

See the following page for more detail on what you will learn on this course.

## Negotiation Skills

In this highly practical course you will learn:

### Introduction to Negotiation

- Why do you need to negotiate? What types of negotiations exist?
- What are the characteristics of a confident negotiator?
- How to handle conflicts in negotiations? What steps do you need to go through when negotiating?
- What is the difference between negotiation and persuasion?

### Negotiation Strategy

- What outcome should you aim for? How to perform *Outcome Analysis*?
- What is the best negotiation strategy?
- Should you bargain over positions explicitly? What is *principled negotiation*?
- What strategies can you use to take the upper hand in negotiations?
- What can you do to move the negotiation forward when you think it is getting stuck?

### How to Negotiate

- What is the *8-Step negotiation preparation* guide?
- How to discuss *negotiation variables*?
- How to set your selling or buying limits systematically?
- How to manage your *Settlement Range*?
- How to manage concessions when you give them or receive them?
- How to break deadlocks?
- How to settle a negotiation to get what you asked for? How to close a negotiation?

### Emotions in Negotiations

- How to handle negotiations emotionally?
- How to bargain effectively?
- How to take advantage of human emotional reaction and use that to your benefit?
- How to take advantage of body language?
- How to express your disagreement while maintaining the relationship?

### Handling Psychological Tactics in Negotiations

- What are *psychological tactics* used in negotiations and how to respond to them?
- How to handle an angry negotiator? How to respond to shock tactics?
- How to big up your side of the negotiation and bring down theirs?
- How to handle their lack of authority to proceed?
- How to respond when you are given only one choice?
- How to handle a demanding negotiator?