



**Personal Skills**

## **Negotiation Skills** **Two Day Training Course**

### **Course Aims:**

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Delegates will learn to constructively manage conflict in all walks of life while acquiring the skills necessary to be a successful negotiator. Bargaining with and for information, while understanding the deals that people are happy to make, will be explained and consolidated through a series of exercises.

### **Course Outline:**

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***The Goal of Negotiation –***

***EVERYONE WINS!***

***The worst thing you can do to a negotiator***

- How to avoid a bargain

***Why you can't negotiate a grievance***

- How not to get your room changed

***The negotiator's most useful question***

- How to avoid a one-truck contract

***The negotiator's dilemma***

- How to stop worrying and love the haggle

***The myth of good-will conceding***

- Don't give it away for nothing

***In praise of Mother Hubbard***

- Shock 'em with your opening offer

***Why ONO is a NO NO***

- How to get a better price

***The law of the Yukon***

- How to toughen up your negotiating style

***The negotiator's most useful two letter word***

- How to make your offers count

***Who has the power?***

- How to get leverage

***If you haven't got a principal, invent one!***

- How not to have negotiating authority

***There ain't no such thing as a fixed price!***

- How to haggle for a lower price

***The walls of Jericho***

- How to stop conceding

***Don't change the price, change the package!***

- How to get better deals

***On being Russian Fronted***

- How to cope with threats

### **Target Audience**

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People who want to develop or improve their negotiation skills either in or out of the office.

### **Assumed Knowledge/ Pre-requisites:**

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None

For further information or assistance, please contact  
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