

Basic



Negotiation Skills

One Day Training Course

Course Aims:

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:

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

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

Assumed Knowledge/ Pre-requisites:

None