

NEGOTIATING THE RIGHT RESULT



Module One - Introducing Negotiation

- ▶ The 4 Rules of Negotiation
- ▶ The Point of Balance
- ▶ Negotiation Strategies
- ▶ Broad Front
- ▶ Deep Penetration
- ▶ Different Types of Negotiation
- ▶ Positional
- ▶ Principled
- ▶ Situational
- ▶ The Key Skills of an Effective Negotiator

Module Two - The Stages of Negotiation

- ▶ Preparation & Objectives
- ▶ Establishing the Climate
- ▶ Exploration
- ▶ Bidding
- ▶ Bargaining
- ▶ Settling & Ratifying

Module Three - Behavioural Influencers

- ▶ Barriers to Achieving a Successful Outcome
- ▶ Rapport & Body Language
- ▶ Verbal & Non-verbal Communication
- ▶ The Art of Listening

Module Four - Negotiation Skills

- ▶ Probing Questioning
- ▶ Techniques Used in the Questioning Process
- ▶ Listening, Responding & Body Language
- ▶ Compelling Suggestions & Proposals
- ▶ Testing Offers & Gaining Agreement
- ▶ Behavioural Responses to Negotiation
- ▶ Individual & Team Negotiation

Module Five - Outcomes & The Right Result

- ▶ Using Acceptance Time Strategically
- ▶ The Principles of Negotiation
- ▶ Key Tactics of Negotiation

Duration: 2 Days

Price Per Delegate: £595
(Public Scheduled Course)

Price Per Course: £2,495
(On-Site at Customer Premises)

Suitable For:

This course is suitable for anyone involved in negotiation as part of their role who needs to develop their skills in persuasion and influencing to achieve the optimum outcome or result.

Learning Outcomes:

This course explores the skills needed for powerful and effective negotiation on both an individual level and in teams. Delegates will identify and develop strategies, explore bargaining skills and learn how to structure a negotiation, using techniques intended to achieve the best possible results.