



NEGOTIATION SKILLS

COURSE OBJECTIVES

Negotiation skills are essential in the pressurised work environment of today, yet few managers have been trained to respond confidently in the face of these stresses.

Inter-personal, intergroup and structural conflicts all point to the need for more effective tools for lasting problem solving through negotiation. It is thus important for managers, supervisors and customer service staff to become familiar with the principles, processes, and techniques of negotiation management.

COURSE OUTCOMES

Upon completion of this course, the participants should be able to:

- Explain the need for negotiation skills
- Develop interpersonal skills and communication techniques around the negotiation process
- Understand the negotiation process
- Factors influencing outcomes of a negotiation
- Prepare for negotiations
- Engage in negotiations
- Conclude negotiations
- Evaluate negotiations
- Different personality types around the negotiation table
- Define negotiation and value thereof
- Rules around effective negotiation
- Breaking deadlocks
- Research prior to conducting negotiations
- How to create win-win solutions

COURSE OUTLINE

Negotiations

- The importance of negotiations and agreements
- Building the relationship
- The negotiations cycle

Understanding the Negotiations process map

- Informing people about the negotiations process
- Useful questions for setting up a negotiations process
- Persuading through discussion
- Getting mandates from your stakeholders
- Reporting back to your stakeholders

Building trust

- Qualities of good negotiators
- Facilitating the negotiation process
- Communicating in a negotiations environment
- The do's and don'ts of negotiations
- Key soft skills in the negotiations process

Negotiations strategy

- Understanding different negotiation styles
- Negotiation mistakes to avoid
- Negotiation strategies
- Principled negotiation strategy
- Positional negotiation strategy
- Know your BATNA
- A comparison of negotiation tactics

A negotiated agreement

- Closing tactics
- Concluding a negotiated settlement
- Strong and weak agreements
- Communicating the agreement to the parties

COURSE CONTENTS

MODULE 1: Conflict Management

- What is Conflict
- Sources of Conflict in Organisations
- Conflict Resolution Tools
- Power
- Tools of Conflict Analysis
- Mediation
- Conflict Resolution Continuum

MODULE 2: Prepare for Negotiations

- Preparing the Negotiations Process
- Types of Negotiation
- Administrative Arrangements
- The Purpose of Negotiation
- Negotiation Strategies and Processes
- Stages of Negotiation
- Negotiation Strategies
- Selecting a General Negotiation Approach
- Negotiating Styles: A Comparison
- Negotiation Ranges
- The Four Pillars of a Negotiation
- Identify and Inform Stakeholders
- Obtain Mandates
- Collate and Share Information
- Anticipate the Negotiation Process and Identify, Select and Motivate Tactics
- Negotiation Tactics

MODULE 3: Engage in Negotiations

- Conflict Resolution & Negotiation Steps
- Behaviour and Conduct during Negotiations
- Communication Process
- Conduct Negotiations
- Negotiation Mistakes to Avoid
- Use Effective Communication and Interpersonal Skills
- Guideline: Steps for Constructive Feedback
- Listening
- Building Trust
- Characteristics of Good Negotiators

MODULE 4: Finalise Negotiations and Communicate Agreements

- Methods to Deal with a Deadlock
- Identify and Explore Options
- Finalise Negotiations
- Record Final Agreements
- Disseminate and Make Final Agreements Accessible
- Processes and Skills: A Summary
- Characteristics of a Durable Agreement
- Strong vs Weak Agreements

MODULE 5: Evaluate Negotiation Processes

- Opportunities and Mechanisms for Improvement