

Negotiation Skills

Outcomes

The “Negotiation Skills” programme empowers delegates to ...

- Achieve objectives in every negotiation, quickly and to the satisfaction of all parties
- Effectively deal with conflict situations before they derail the negotiation process
- Overcome objections, circumvent deadlocks and keep the negotiation process alive
- Respond effectively to the other party’s undesirable negotiating tactics.

Who should attend?	Duration
<ul style="list-style-type: none"> • HR Directors/Mangers/Officers • Labour Relations Managers and Legal Advisers • Industrial Relations Managers • Chief/Department Negotiators • Counsellors • Trade Union Leaders • Worker Representatives/Shop Stewards. 	<ul style="list-style-type: none"> • Two days.

Training Content

Module 1: A Contemporary view of successful negotiations

This module explains:

- The value of a win/win approach
- The essential components of professional and principled negotiation.

Module 2: Why Are Negotiations Unprepared?

This module explains:

- How would setting and prioritising objectives help your situation?
- The value of anticipating the needs and wants of the other party
- How to ensure that all parties agree on the purpose of the negotiations.

Module 3: Negotiating with purpose

This module explains:

- How to focus on mutual interests in order to obtain commitment.

- How to utilize the common ground between the parties
- How to listen to the other party and ‘read’ them accurately.

Module 4: Negotiation tactics

This module explains:

- How to find hidden meanings by reading the other party’s body language?
- How would seating arrangements and other way of moving someone out of their comfort zone help your situation?
- Dirty tricks - be aware of these and be prepared to counteract them!

Module 5: A Co-operative and productive approach to negotiating with Trade Unions

This module explains:

- The best way to move from positional to interest-based bargaining
- Looking under the iceberg - who is going to benefit most over the long term
- Negotiating plan: Planning for failure or success?

Module 6: Communication skills to direct the negotiation process

This module explains:

- How to identify and avoid confrontational communication
- How to listen effectively: the key to reading and understanding your position
- How to effectively utilise body language to your advantage.

Module 7: Proposing and packaging to get action

This module explains:

- Action-generating tactics which will make you feel good rather than guilty or defensive
- How to effectively respond to offers or demands?
- How to draw the negotiation to an end?

Module 8: Overcoming objections and steering clear of deadlocks

This module explains:

- Knowing when and which concessions are essential to ensure your objective is achieved.

- Dealing with dirty tricks, without damaging business relations
- Understanding ethical conduct and the consequences of being unethical.

Module 9: Finalising the negotiation process and formalising the agreement

This module explains:

- Knowing when to conclude the negotiations for optimum results
- Learning to summarise the results of the negotiations, as a clear signal of closure
- Following-up and formalising the agreement.

Case studies and role plays

This module explains:

- The Prisoner Dilemma
- Trading Commodities
- Trade Exchange
- Dealing with Wages.