

# Negotiation Skills

For all those for whom negotiating is an integral part of their job | **2 days\***

\* Ideally, but can be run over 1 day

**Participants will be able to practice principled negotiation, based on ethical practices, assertive communication and an underlying *win-win* philosophy. They will also have the skills to deal effectively with obstacles and tactics, and bring negotiations to a successful conclusion.**

## Objectives

On completion of the training, participants will be able to:

- appraise their negotiating style/approach
- thoroughly prepare for negotiations
- enhance their ability to communicate more effectively in negotiations
- identify core concerns and their links to emotions arising during negotiations
- learn how to deal effectively with difficult tactics, people and situations
- practice the communication skills needed for effective negotiation
- employ ethical, cooperative negotiating relationships
- deal effectively with obstacles and opposition tactics

## Key Content

- What is principled negotiation?
- Aggressive, submissive, and assertive negotiating styles
- Your negotiating style
- Planning your negotiation
- Developing your BATNA
- Communication and assertiveness skills in negotiation
- The four phases of negotiation:
- Dealing with obstacles and opposition tactics
- Developing options when negotiating
- Negotiation skills practice
- Action Plan

## Comments by Participants

- Negotiation techniques excellent
- It was more beneficial than expected
- I picked up important points to use in the workplace
- Lots of fun and new ideas
- Good run-down of basic negotiation techniques
- Narayan was very engaging. Variety of teaching skills.
- An excellent presenter who possess obvious skills and knowledge on these issues.
- Excellent facilitator. Very knowledgeable and informative. Very well run.