

## **Negotiation Skills - Advanced**

**Recommended duration – 1 day**

### **Objectives**

- Developing skills where you deal in complex negotiations
- Dealing with difficult people and behaviour whilst continuing to preserve a good professional relationship

### **Content**

Review of the Process of Negotiation

- Preparation
  - Some more about complex roles and responsibilities in team negotiations
- Initiation and Presentation
- Bargaining, Summarising and Closing the Deal

Obstructive behaviour

- Dealing with personality differences
- Conflict and impasse
- Dealing with those who wish to 'play dirty' – recognising the signs

Always knowing your choices

### **The Trainers Promise**

- To use minimal PowerPoint and maximum group exercises, experience and practise negotiating
- To relax the group so they feel comfortable to learn and thoroughly enjoy the experience
- To use a variety of exercises including extensive role-play, group work and video
- The course will be conducted with approximately 70% exercises and 30% theory