

## Negotiation Skills - Intermediate

**Recommended duration – 2 days**

### Objectives

- Unlock your potential as a successful and effective negotiator
- Provide an opportunity for practise
- Identify and agree the proven approach to successful negotiating

### Content

#### Negotiation

- What it is and why we do it
- Attitudes and cultural issues
- Avoiding and confronting negotiation

#### What makes a successful negotiator?

- Skills, characteristics and behaviours

#### Preparing to Negotiate

- Doing your homework, understanding the bigger picture and setting out objectives
- Working out the approach, the attitude and the strategy
- Know what you can give up and what you'd like to exchange

#### Communication skills and their fundamental importance in the success of all negotiations

- Using verbal and non-verbal skills
- Team negotiation – differences and new skills

#### Closing at the beginning

- Presenting your case
- Listening to your counterpart present their case

#### Bargaining techniques

- Tactics and tips

#### Closing the Deal

- The art of summary
- How a negotiation is measured

### 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