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## **Negotiation Skills**

### **A two day programme**

This training programme on negotiating skills is for those people who have to deal with suppliers or buyers and need to sharpen up their skills. We introduce you to the art of negotiation and show how to improve your skills so that you do better deals. The programme therefore concentrates upon the practical use of negotiation techniques and includes exercises and role-plays to support the lectures. We demonstrate, through these exercises, the strategies, and tactics you can use to become a winner at negotiations, whether they are one to one, or group negotiations. We also develop the theory that the best negotiations are where everybody wins, but you win just that bit more.

### **Key elements of negotiation**

In life, it is just as hard to determine whether the outcome of a negotiation favours one party or another. In a successful negotiation, everybody wins. Let us be realistic. In a successful negotiation both parties gain, but more often than not one party wins more than the other party does. It is important to find out why some people win and others lose, and why losers make substantially larger concessions than necessary, while winners do not.

The potential for negotiation exists whenever people buy and sell. Terms of sale may be open to discussion, even when price is not. For example, a purchasing executive recently bought a new house in a wealthy development. When they tried to negotiate price, they found the house builder adamant about price. After moving in they learned that a neighbour had obtained better credit terms. Despite long and successful experience in purchasing, it simply did not occur to them that credit terms were flexible in such a transaction.

### **The programme enables participants to:**

- How we all negotiate all the time without really knowing it
- What makes a good negotiator and how you can become one
- The power of forward planning and organisation in negotiation
- Negotiation tactics and when to use them
- How to become more patient and do better deals

### **Learning outcomes:**

Delegates will understand the theory of negotiating and be able to apply the most effective strategy for their particular need. In addition, they will learn how to develop a plan so that they obtain the best outcome. The best outcome being that both parties win, but they win just a bit more. They will also learn the tactics of negotiation.

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## **Programme Agenda**

### **The negotiating society**

Political negotiation  
Winners and losers  
Behaviour  
A practical approach

### **The power of planning**

The pyramid of planning  
How to break a deadlock  
Changing the negotiator  
What if they change the negotiator

### **How to build up patience**

Becoming more patient  
Quick deals  
Problems with quick deals  
Deadlines  
End piece

### **Typical delegates are:**

People who need to improve their negotiating skills in a practical way so that the techniques are of use immediately they return to their workplace, thereby adding value to the organisation.

### **What makes a good negotiator?**

How to be successful  
The co-operative mode  
The competitive mode  
The attitudinal mode  
The organisational mode  
The personal mode

### **Tactics**

Why negotiate if the deals OK  
Take it or leave it  
Testing a firm price  
The boggy  
The crunch  
What if  
The reverse auction  
The nibble  
Time tactics