



# Negotiation Skills

Course Length: 2 days.

## Course Aims

- ✓ Know when to negotiate and when not to.
- ✓ Recognise and use the negotiation stages
- ✓ Prepare and plan effectively
- ✓ Utilise constructive behaviours and avoid destructive behaviours
- ✓ Identify tactics and know how to counter them
- ✓ Move people out of stuck positions and into discussions
- ✓ Understand and use techniques to influence others
- ✓ Deal with difficult issues and situations

## Course Content

- Introductions
- The Principles of Negotiation
  - Results, approaches and strategies
  - The negotiation area
  - Stages of a negotiation
  - Tradeables and Concessions: making a negotiation more effective
- Planning: getting prepared to negotiate
  - Key questions: What do you need to know?
  - How to avoid surprises
- During a Negotiation
  - Building Rapport
  - Golden rules and general do's and don'ts
  - Tactics: tricks that people use and how to counter them
  - How to close a negotiation effectively
- Negotiation Behaviours and their Impact
  - The Results Achievement Matrix: What people do to get what they want
  - Understanding the See-Saw of Influence
  - The Six Persuaders: the psychology of influence
- Dealing with Difficulties
  - Deadlock: Moving people out of stuck positions
  - Dealing with Difficult People
  - Tough negotiation situations and the way out
- Action Planning & Learning Contract
  - How can I put improvements into practice?