

Negotiation Skills



Category: Communication

Almost every day of your life you need to negotiate and you have three choices: accept the situation, use bully tactics to try and get what you want, or you can successfully negotiate. The art of successful negotiation is the careful exploration of opposing positions with the goal of achieving a positive 'win-win' outcome.

Duration

1 day

Course Objective

This course has been developed to provide you with the necessary techniques to plan, develop and understand the negotiation process while increasing your capacity and confidence to perform.

Who Should Attend / Target Audience

This course has been developed for anyone looking to improve their personal negotiation skills to achieve outcomes that meet the needs of all parties.

Learning Outcomes

- Understanding your negotiation styles and adapting your style to suit the situation.
- Develop a plan for the negotiation process.
- Understand different approaches to negotiation.
- Negotiate both positively and effectively.
- Resolve conflicts that arise in the negotiation process.
- Negotiate to achieve a 'win-win' outcome for all parties involved.

Related Courses

- Dealing with Difficult Behaviour
- Effective People & Communication Skills
- Assertiveness

Next Level Course

Conflict Resolution

Availability

In House Closed Group Public

Version: 31/12/09

Course Content

Communication Skills - *improve your negotiation skills through effective communication.*

Present Viewpoint About Negotiating - *your view on negotiation.*

Negotiating Style Beliefs - *where you are now and where you want to be.*

Approaches to Negotiations - *the common sense strategies we naturally adopt.*

Negotiation processes - *understanding the pros and cons.*

Negotiating on Interest vs. Position - *taking a collaborative approach.*

Integrative vs. Distributive Solutions - *integrate the needs of both parties.*

Interest-Based Negotiations - *reconciling your interests.*

Negotiations on Merit - *getting to "yes".*

The Phases of the Negotiation Process - *understanding what to do and when.*

Preparation for the Negotiation - *considering all views.*

Planning for Negotiating a Real Issue - *thinking ahead.*

Tactics, Problems and Dirty Tricks - *how do you counter when they're used on you.*

Problems - *blocks, gaps, bias and habits all play havoc with our ability to negotiate successfully.*

Dirty Tricks - *strategies to counteract tricks.*

MELBOURNE
SYDNEY
BRISBANE
TOWNSVILLE
CAIRNS

Phone 1300 793 951
Fax 1300 793 952

Web www.odysseytraining.com.au
Email info@odysseytraining.com.au