

1 DAY

# NEGOTIATION SKILLS



An SGS Company



COMMUNICATION COURSE

## LEARNING OUTCOMES

- Be able to define what a negotiation is.
- Learn what skills will help make you an effective negotiator.
- Be able to know what makes a good agreement for you, your organisation and the other party.
- Understand and know how to use principled negotiation skills.
- Know and understand what you want from each negotiation and what will cause you to walk away from it.

## CORE COMPETENCIES

- Conflict Management
- Integrity and Trust
- Interpersonal Savvy
- Negotiation

## COURSE OVERVIEW

The art of successful negotiation is the careful exploration of opposing positions with the goal of achieving a positive outcome. Through a series of case studies, role-plays and self-reflection, this course will provide you with a greater understanding of what it takes to engage in principled negotiations and get the outcome both you and the other parties desire.

## TOPICS COVERED IN THIS COURSE

### What defines a negotiation

Many people assume influencing or persuading people to purchase something is always a negotiation, but there must be certain conditions and elements involved for a negotiation to occur.

### What does an effective negotiator do?

Learn the tips that all effective negotiators implement to be successful.

### Skills that make you more effective as a negotiator

Learn the three major skills required to be effective in a negotiation.

### Negotiation strategies and approaches

Know and understand that there are different strategies to use depending on how important the relationship vs the issue are to you.

### Positional vs interest-based negotiations

Positional bargaining involves making demands, but collaboration based on the interests of both parties is what makes a good agreement.

### Implementing negotiation on merit

Understand the four basic elements of principled negotiation and how to make them work in your negotiation.

### Planning a course of action

Enter the negotiation with your zone of possible agreement (ZOPA), best alternative to a negotiated agreement (BATNA) and walk away point (WAP) already defined.

Practical, relevant training developed for the Australian workplace.

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