

1 – 2 Day Programme

A highly practical programme aimed at managers who want to develop professional negotiation skills. This programme will equip individuals with a range of skills that will help them to negotiate in complex and difficult situations.

Individuals will learn and develop a range of tactical negotiation strategies that can be used to develop mutually beneficial relationships and to achieve win / win outcomes that are aligned to business goals.

This programme is highly interactive and participants will have the opportunity to practice using the theory and techniques that are covered through a variety of role play and case studies.

Participants will be given time to develop tactical negotiation strategies that will meet their own needs back at work. Individuals will be given feedback on their strategies and support and ideas for further improvement.

Programme Content

- Principles of effective negotiation
- Key skills of professional negotiators
- Understanding and adapting individual negotiation styles
- Developing strategic negotiation tactics
- Using negotiations to buy or sell
- Overcoming objections
- Techniques for closing
- Aligning and operating as a negotiation team
- Strategies for dealing with difficult people or negotiations

Additional Benefits

Participants attending this programme will receive:

- A full colour reference manual
- A negotiation skills checklist and toolkit pack



Business Benefits

By the end of the programme participants will be able to:

- Prepare effectively for complex and challenging negotiations
- Deal effectively with difficult people and negotiation scenarios
- Develop professional, tactical plans for negotiation
- Apply practical techniques to achieve win / win
- Adapt negotiation style depending on the situation
- Manage conflict in negotiation effectively
- Recognise how and when to make concessions
- Work productively as part of a negotiating team

Testimonials

“ Great mix of theory and practical application— I now have some real strategies that I will use at work”

“ Packed full of opportunities to practice — I feel much more confident”