

NEGOTIATION TRAINING

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COURSE LENGTH: 1.0 DAYS

Negotiation skills are very valuable in the workplace. Conflicts and disagreements are inevitable because of the various personalities trying to work together to reach a common goal. The PD Training Negotiation Training course teaches practical negotiation techniques that you can apply in many contexts and situations.

In this workshop, you will work in pairs or small teams to practice the negotiating skills you have learned which include the following: types and phases of negotiations, the basic negotiating concepts (WATNA, BATNA, WAP & ZOPA), bargaining techniques, how to reach a consensus & set the terms of agreement and more skills that you can apply in solving everyday problems.

This comprehensive course is now available in London, Birmingham, Leeds, Glasgow, Sheffield, Bradford, Edinburgh, Liverpool, Manchester and UK wide.

Please click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

NEGOTIATION TRAINING COURSE OUTLINE

FOREWORD

Gain the confidence you need to resolve a point of difference, or the advantage in the outcome of a discussion, produce an agreement upon courses of action, or bargain for individual or collective advantage. Negotiation is a process which can lead to positive outcomes and develop relationships.

This highly participative learner focused Negotiation Skills Training Course will arm you and your team with winning negotiation skills and tactics so you feel better prepared, more confident and have greater control in the negotiation process.

OUTCOMES

By the end of this training session, participants will be able to:

- ▶ Explain the basic types of negotiations
 - ▶ Learn the phases of negotiations & gain the skills necessary for successfully negotiating
 - ▶ Apply basic negotiating concepts (WATNA, BATNA, WAP & ZOPA)
 - ▶ Lay the groundwork for negotiation
 - ▶ Identify what information to share & what information to keep to your self
 - ▶ Master basic bargaining techniques
 - ▶ Apply strategies for identifying mutual gain
 - ▶ Demonstrate how to reach a consensus & set the terms of agreement
 - ▶ Deal with personal attacks & other difficult issues
 - ▶ Apply the negotiating process to solve everyday problems
 - ▶ Negotiate on behalf of someone else
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MODULES

Lesson 1: The Who, When And How Of Negotiation

- ▶ What we mean by negotiation
- ▶ Negotiation Styles
- ▶ Dominant Negotiating Strategies
- ▶ Your Personal Style
- ▶ Reflection

Lesson 2: Preparing To Negotiate

- ▶ Know your BATNA
- ▶ The Zone of Possible Agreement (ZOPA)
- ▶ The Importance of Authority
- ▶ Reflection

Lesson 3: Becoming A Principled Negotiator

- ▶ Introductions
- ▶ Separate people from the problem
- ▶ Interests vs Positions
- ▶ Mutual Gain – growing the pie
- ▶ Objective criteria
- ▶ Reflection

Lesson 4: Bargaining and Closing

- ▶ Distributive and Integrative Bargaining
- ▶ Negotiation Tactics
- ▶ Making Concessions
- ▶ Agreement Finalisation
- ▶ Reflection

Lesson 5: Challenges

- ▶ Power in Negotiation
- ▶ Integrity - The Ethics Test
- ▶ Reflection

Lesson 6: If We Can't Meet Can We Still Negotiate?

- ▶ Telephone Negotiation
- ▶ Email Negotiation
- ▶ Reflection

Lesson 7: Reflections

- ▶ Create an Action Plan
- ▶ Accountability = Action

WEB LINKS

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- ▶ [View this course online](#)
 - ▶ [In-house Training Instant Quote](#)