



NEGOTIATION SKILLS

Objective:

“My ability to negotiate fairly and confidently enables me to arrive at win-win solutions which will deliver better outcomes for my organization.”

Benefits for the Participants:

- By attending this training seminar you'll learn how to:
 - Improve negotiation skills
 - Negotiate with managers and team members
 - Negotiate with stakeholders / suppliers / vendors
 - Use influencing skills
 - Read the other party's needs
 - Understand the elements of persuasion that lead to a successful negotiation

Training Methodology:

- The program will be customized based on the conversations with the stakeholders
- The role plays that are conducted during the training will be based on scenarios that are provided by the participants
- PowerPoint Presentation
- Games and Group Activities
- Case Studies

Training Topics:

- **Stages of negotiation:**
 - Understanding the negotiation process, the aims of each stage and what they involve
- **Skills of negotiation:**
 - Assertiveness



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- Persuasiveness / Influencing Skills
- Conflict Resolution
- **Preparing to negotiate:**
 - Understand preparation from various angles:
 - Purpose
 - Desired outcomes for both sides
 - Profile of people present
 - Interests and Positions of all parties
 - **Win-win negotiation**
 - **Essentials of Negotiation:**
 - Seeing Other Points of View
 - Building the Relationship
 - Reading Other People – Verbal and Non-Verbal
 - Defining Your Negotiation Style
 - Dealing with Emotions
 - Playing the 'Game' of Negotiation
 - What to Do When A Negotiation Breaks Down
 - Working with Your Own Negotiation 'Rules' and Beliefs
 - Dealing with Hidden Agendas
 - **Negotiables and Non-Negotiables:**
 - Knowing Your Bottom Line
 - Knowing What to Give Away
 - **Making Decisions:**
 - Closing The Deal
 - **Action Planning:**
 - Identifying personal development needs
 - Using the workplace as a training ground to continually enhance these skills



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Training Hours:

- The duration of the training program will be 8 hours

Training Methodology:

- Instructor Led Training
- Role Plays based on scenarios that are provided by the participants at the beginning of the training
- Games and Group Activities
- Case Studies

Resources Required:

- Momentum Training Solutions will conduct the training
- Maximum number of participants in a session will be 15
- The training will be conducted at a venue organized by your organization
- The following will be provided by your organization:
 - Handouts will be printed/photocopied
 - The LCD projector
 - Audio speakers

Winners Solutions