

Content

Fundamentals

- what is negotiating?
- knowing when and when not to negotiate
- potential outcomes of a negotiation

The negotiating process

- a reliable four stage process
 - how to manage each stage of the process
 - thinking win/win
 - self-assessment

Preparation

- setting your objectives
- identifying what's negotiable
- anticipating the other party's needs and likely demands
- determining your strategy

Successful negotiations

- getting started
- core skills and behaviours
 - understanding what the other party really needs
- making and receiving proposals
- achieving two-way movement
- keeping negotiations moving
 - dealing with dirty tricks
 - achieving successful agreements that stick.

Negotiating Skills

Leadership and Management

You are involved in a range of negotiations, but may have had little or no formal training in negotiation skills. This practical programme will equip you with the essential skills, know-how and confidence to negotiate successfully in a range of situations with a variety of people. These could include customers, colleagues, suppliers or even your boss.

You will learn how to prepare for and manage your negotiations as well as how to ensure that all parties achieve an outcome that represents a win to them.

Benefits

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

- plan and prepare for negotiations with confidence
- understand the process of negotiating
- demonstrate competence in core skills and behaviours
- keep negotiations positive, professional and focused on achieving a win for all parties
- recognise improvements in your negotiating capabilities leading to increased confidence when negotiating.

Approach

You will be involved in a number of exercises that provide opportunities to prepare, practise, improve skills and grow in confidence. You are encouraged to participate fully, and you will receive valuable feedback and advice from our skilled facilitator. Facilitator:participant ratio of no more than 1:8.

Who should attend?

Anyone who is involved in any kind of negotiation. This programme also provides an opportunity for those experienced in negotiating to refresh their skills.

Programme information

Duration: Two days

Price: £775 (excluding VAT)

Dates and locations:

23rd - 24th April 2008 • Surrey

23rd - 24th September 2008 • London

10th - 11th March 2009 • Midlands

For further details please call John Baldwin on 01306 621600.

© Morgan Clarke Consulting