

# **NEGOTIATION & INFLUENCING SKILLS**

## **2-day Course**

### **OVERALL AIM:**

This course will give delegates an overview of the process of negotiation, focusing on the phases of a negotiation and the influences that one might use in affecting outcomes. This is a practical, 'hands on' course, conducted in a fun environment. Delegates will be given the opportunity to practise negotiating within small groups.

### **WHO SHOULD PARTICIPATE:**

This course is for anyone who currently negotiates internally or externally within their company, although the same principles may be applied to negotiations within a personal or social context. Those new to negotiating (and those with more experience) will gain increased confidence from the course.

### **COURSE OBJECTIVES:**

**By the end of this course, participants will be able to:**

- Define the term 'negotiation'.
- Recognise the qualities, skills and behaviour of effective negotiators.
- Identify and be able to follow the phases of a negotiation.
- Appreciate what happens within each phase.
- Recognise the 5 influences that may be used to shape others' opinions.
- State the advantages and disadvantages of team negotiations/venues of negotiation/seating arrangements.
- Appreciate the principles which support effective communication.

### **COURSE CONTENT:**

#### **Day 1**

- Introduction and objectives: The tutor outlines the course objectives and delegates are asked for their objectives.
- Definition: The group works within small groups to define the term 'negotiation'. The tutor's definition is also outlined. The concept of 'win - win' negotiation is discussed.
- Negotiation phases: A four-phase model is used. Two additional models are introduced which assist in identifying our negotiation objectives.
- Practice session: Delegates will practise in small groups.
- Qualities/skills/behaviour of effective negotiators: Tutor introduces researched factors identifying effective as opposed to ineffective negotiators.
- Review and learning points.

#### **Day 2**

- Review.
- Team negotiations: Advantages and disadvantages.
- Where to negotiate: Your place, their place, neutral ground.
- Seating arrangements.
- Practice session: Delegates will practise in small groups.
- Influences: We discuss 5 influences and the appropriate use of each influence.
- Principles of effective communication.
- Review: A brief review of main topics covered.