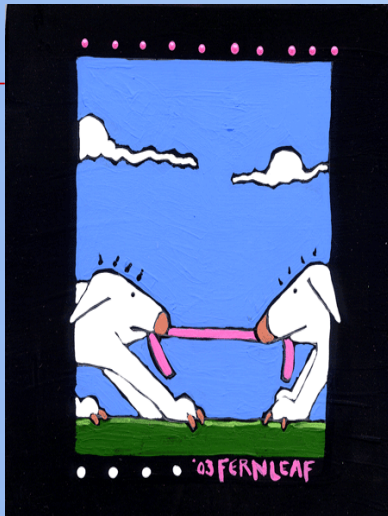


Negotiation Skills

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Workshop Objectives & Outcomes

By the end of the course the participants will:

- Know the principles and techniques of preparing and conducting negotiations that lead to success, both in the short and long term
- Understand the difference between the Content and Process of a negotiation
- Learn to control negotiations so that they create solutions that benefit all parties
- Know what to consider as they prepare their negotiation strategy
- Understand the difference between the "Push" and "Pull" approach
- Learn the key steps in the negotiation process

Course Content

- Personal assessments of strengths and weaknesses
- Principles of Negotiation
- Objectives, Bargaining Area, Attitude and its Effect on Results
- Preparation for Negotiation:
 - Objectives
 - Information
 - Strategy
 - Tactics
- The Negotiation Steps
 - Present, Discuss, Argue, Signal
 - Propose, Map, Validate

- Package/Bargain
- Close/Agree

- Concession making and Benefit Fluency
- Negotiating Behaviour
- Managing the Opponent - How to handle different Personalities
- Assessing the Opponent's Strengths and Weaknesses
- Deadlock and how to break it
- Active Listening
- Power, Authority and danger of Quick deals
- Telephone Negotiations
- Roles, when negotiating as a Team

Benefits

- Greater confidence in handling difficult situations
- Faster decisions through quicker thinking
- Improved judgement
- Better morale and understanding
- Knowing that you are doing the best in the circumstances

Training Method

The training program is structured to include:

The training program will help attendees determine their own strengths and weaknesses at the outset of the course. Concepts will be developed with maximum trainee participation. Case studies will be specifically developed prior to the course in consultation with you, and recorded on video during the workshop. This will then be constructively assessed by the course leader and by group discussion. Care is taken not to embarrass any member, but to develop confidence by sensitively building on each person's strengths.

Negotiation Skills

Direct Feedback from attendees of this workshop run by Paul Chatfeild-Clarke:

“ Yes, excellent,
covered all areas
expected.

- Preparing,
Strategy, Tactics
ie Push or Pull
Proposing
- Presenting,
Communication
such as Open
Questions
- Variables
- Planning
- Overall Excellent”

John

“It is obvious there is a
lot to learn and given
only two days, I have
learnt two days worth.

- Become prepared
prior to the
negotiation
- Structure my
negotiations more
appropriately
- Establish the
Bargaining Arena
- Variables
- Plan tactics
- Go for a win/win
outcome where
possible”

Courtney

“Learnt strategies, tactics and behaviour during a negotiation. Also:

- Ask open questions to get more information before arriving at a conclusion
- Think of variables in advance and value them from other sides requirements
- Don't get emotional
- Be prepared to move”

Kiran

“My objectives were: how to be a better negotiator, what tactics to use, and how to go for a Win/Win. These were all achieved during the course.

- Process steps to a negotiation
- How to break deadlocks
- Active Listening techniques
- Tactics to use in a negotiation

The course was
well paced and a
lot of fun.”

Roen

Chatfeild-Clarke
Consulting

61 8 9381 5629

www.paulchat.com
