PROFESSIONAL DEVELOPMENT TRAINING

016 299 1479

REQUEST QUOTE

1.0 DAY COURSE

Negotiation Training

Negotiation is required everyday when communicating within any business or organization. You negotiate constantly – with colleagues, employees, clients and business partners. Did you know that successful negotiation involves self-awareness, preparation and putting into practice these elements?

This Negotiation Skills training course addresses all three requirements by providing practical negotiation techniques applicable in various situations. To gain proficiency in negotiation requires practice, so the course provides you with tips for competent pre-negotiation planning, and working in pairs or small teams to prepare for situations that require negotiation.

In this Negotiation Skills training course from PD Training, you will learn theories and obtain the opportunity to apply them to different scenarios. This is training tailored for you!

This hands-on Negotiation Skills training course is available now throughout Malaysia, including Kuala Lumpur.

This Negotiation training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Contact us today for a quote or enroll now into the next public course date.

What You'll Gain:

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

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

Talk to our expert team

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