



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:
 - Understanding Types of Negotiation
 - Understand the elements of persuasion that lead to a successful negotiation
 - Seeing Other Points of View
 - Reading Other People
 - Defining Your Negotiation Style
 - Working with Your Own Negotiation 'Rules' and Beliefs
 - Playing the 'Game' of Negotiation
 - Knowing Your Bottom Line
 - Knowing What to Give Away
 - Making Decisions
 - Closing The Deal
 - Read the other party's needs

Training Methodology:

- The program will be customized based on the conversations with the stakeholders of the organizations
- The role plays that is run during the training will be based on scenarios that are gathered during these discussions and provided by the participants at the beginning of the training
- 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
 - 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

Training Hours:

- The duration of the training program will be 8 hours

Training Methodology:

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