



**LEARNING+DEVELOPMENT
PARTNERSHIPS**

SUPPORTING ACHIEVEMENT AT WORK

Negotiating Skills – Training Programme Overview

Target Audience

Managers, team leaders and team members wishing to increase their effectiveness in negotiations.

Purpose

To develop the communication skills and methodologies necessary in resolving challenging and varied negotiating situations.

Outcomes

Delegates will be able to: -

- Prepare for negotiations
- Participate effectively in meetings and gatherings where differing views prevail
- Employ creative and practical information gathering and influencing techniques to identify the real source of problems
- Reduce the time taken in negotiations by enhancing the quality of problem solving
- Identify the parameters (legal, political, economic, social and organisational) within which negotiations operate
- Effectively communicate decisions made as a result of problem solving and negotiation
- Identify differing objectives and find ways to utilise common ground to make progress
- Utilise strategy and a portfolio of skills to achieve the desired objective.

Preparation

Delegates are asked to organise a pre-training briefing with their line manager and complete a short preparation document.

Programme Content

- Introduction to different types of negotiation
- The skills and behaviours that underpin effective negotiation
- Negotiation activities in stages interspaced with learning reviews
- Understanding the negotiating game
- Integrative bargaining techniques
- Managing emotions and feelings in negotiation
- Consultation, communication and decision making activities
- Why teams fail and how to avoid the traps
- Problem solving tools and techniques in negotiation
- Practical exercises designed to put the tools and techniques into practice
- Action planning to apply learning.

Duration

Two days from 0900 – 16.30.