

Negotiation skills Training – module 02

A typical participant in this module regularly negotiates about a relatively small range of issues (usually not more than half a dozen). They do so quite frequently and often deal with another party in the form of a one-to-one conversation. The topics of their negotiation are often fairly similar from one day to the next which means that they will have the autonomy or mandate to agree terms without referral back inside their organization for additional complex scenario planning. The learning will give your people tools and skills to avoid concessions, reach swiftly agreed conclusions, sustain good relationships with customers and/or suppliers, and approach all the negotiations that they typically face with renewed confidence.

What to Expect

This module is designed to provide your people with the skills they need to be more effective negotiators. This means better deals, better prices and more efficient communications.

By the end of the negotiation skills module, participants will:

- understand the differences and relationship between selling and negotiating
- prepare and plan in a structured way, using the Success Model
- develop strategies and tactics to manage the movement of the negotiation to a desired outcome
- understand where power comes from in negotiations and develop bargaining strategies that will bring about the best outcome
- confidently use the behaviors in the Success Model in face-to-face negotiations
- develop strategies for maintaining a positive climate and dealing with negative tactics
- create an **Action Plan** for continued development of the skills.

Module Content

The content of the Negotiation Skills module is based on extensive research conducted by D2EM and incorporates proven techniques for more effective negotiating. It includes:

Preparing for the negotiation	Planning the negotiation	Negotiation skills
<ul style="list-style-type: none"> ▪ Setting objectives and fallbacks. ▪ Tradable issues and trade-offs. ▪ Best, target and worst trading limits. ▪ Calculating the other party's position. 	<ul style="list-style-type: none"> ▪ Evaluating strengths, weaknesses and power. ▪ Creative, leveraged trades. ▪ Using a structure based on the four stages of the negotiation to plan for each stage. ▪ Common ground, long-term v. short-term. 	<ul style="list-style-type: none"> ▪ The researched behavior success model. ▪ Comparison of own behaviors with those of the research model. ▪ Handling the other party's tactics.

Participants also prepare, plan, conduct and evaluate small group negotiations, during which they observe, analyze and give feedback on each other's negotiating behaviors, using the Success Model.