

## EFFECTIVE NEGOTIATION SKILLS

**Duration:** ½ Days (am)

**Workshop introduction:**

The ability to negotiate with and influence others is essential for managers if they are to gain agreement and co-operation in order to get things done. Delegates will leave this short but powerful workshop with a deeper understanding of the negotiation process, how to plan for it and appreciate the powerful skills required to be successful.

The content will help delegates develop the skills and formulas to develop a powerful negotiating and influencing style with colleagues and customers alike.

**Core competencies developed during this workshop:**

- Advanced negotiation techniques
- 'Mirroring' skills
- Advanced questioning
- Establishing control
- Listening skills

**Workshop Content:**

**Session One: What is negotiation?**

- Welcome, introduction & review personal objectives
- Defining negotiation – the art of bargaining
- Negotiation vs persuasion
- Controlling when a negotiation starts – the 're-route' model
- Negotiation structure
  - Prepare/ Propose / Discuss/ Trade / Commit
- Preparing - targets and variables
- Variables brainstorm – "What can I use?"
- Probing the other party's 'shopping list' – including active listening
- Trading technique – the "If " formula
- Three ways to trade – add/subtract/request

**Session Two: The negotiation process**

- The bargaining/negotiation process – fish/float/swap
- Escaping deadlock
- Personal styles – controller/player/supporter/computer
- Mirroring styles for maximum influence
- Handling manipulation and tricks
- Defusing tension and conflict
- **Training exercises** ~ delegate skills practise throughout the session
  - Individual and group analysis & feedback
- Summary, review personal objectives & close