

# Advanced Negotiation Management Skills





## **Advanced Negotiation Management Skills**



## **Course Objective**

- ➤ Discover a framework for analysing the context of the negotiation and preparing an optimal negotiating position
- ➤ Understand the difference between preparation and planning
- ➤ Familiarise yourself with best practice tools
- ➤ Learn how to open and conclude a negotiation
- > Tactical plan to manage movement towards a desired outcome
- > Review key behaviours used by effective negotiators
- > Discuss the behaviours that have a negative effect on negotiations
- ➤ Understand the concept of levers and bargaining and how to apply them
- > Negotiating from a position of partnership, not competition
- ➤ How to deal more effectively and profitably with price objections
- > The different types of buyer behaviour
- > Learn to recognise negotiation tactics and stances
- Communication and behavioural styles
- > Apply new and proven structure to business negotiations
- > Prepare and present a proposal at a final business negotiation stage

## **Target Audience**

- > managers,
- > supervisors,
- > team leaders,
- ➤ administrators, and anyone who has to negotiate as part of their job and wishes to enhance and update their current negotiation skills.





## **Course Outline**

## **Planning for Successful Negotiations**

- Revision of the essential elements involved in negotiation
- What kind of negotiator are you?
- Self-Assessment understanding behavioural patterns
- Negotiation skills best practices
- Improving preparation and planning
- How to research and establish the other persons position (business negotiation stance)

## **Structure your Negotiations**

- Understanding negotiation structure
- How to best plan, prepare and coordinate a major business negotiation meeting or ongoing negotiations
- Discover how to establish shore and longer term objective and opportunities
- Understanding the basic legal and organisational requirements of what constitutes a 'deal'

## **Verbal Negotiation Skills**

- Advanced Communication Skills
- Active Listening Skills
- Brilliant Body Language
- Be aware of and use signals
- Discover how to fully qualify the other party's needs, requirements and constraints during the negotiation process by using advanced questioning and listening skills
- Pre-empting negotiation objection
- Delivering assertive proposals

#### Non verbal Skills

- Understanding the importance non-verbal communication and reading other people effectively
- Buying signals
- Creative use of variable within negotiation
- Structure of business negotiations



Minimise and optimise concessions

## **Proposing and Packaging your position**

- Identifying key variables that can be negotiated
- The power of 'authority' during your negotiations
- The needs and motivations that exist in negotiation

#### **Price**

- The key reasons people will pay your asking price
- Key differences between selling and negotiating
- Presenting 'price' in the most effect and persuasive manner

### **Negotiation - Tactics and Strategies**

- Key strategies and techniques to use in negotiation
- How best to deal with the competition

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