

Negotiation Skills



1, 2 or 3 day
option

PROGRAMME CONTENT

This skills course looks at issues relating to the development of negotiation skills.

This will be an interactive day especially on the three day module

SUITABLE FOR:

Purchasing staff with significant involvement in negotiation with both suppliers and internal customers

PREPARATION:

Students would benefit from pre reading on the subject and discussion with their manager before attending.

They should be aware of how negotiation is used in their organisation and any rules and requirements which apply.

PARTICIPANTS WILL LEARN:

- The key elements of a good negotiation
- When and how negotiation can best be used
 - Some of the key tools which are available
- Participation through interactive case studies
- How this may be applied in their jobs

Part 1 - Concepts and People

Business negotiation is often about people.

This session introduces some basics of negotiation and touches on

- personal skills
- profiling
- teams and other "people aspects of negotiation"

Part 2 - Market Concepts & Cost Analysis

Part 3 - The Negotiation "Process

Moving more into the actual negotiation there is often a process or structure which can help direct the negotiation as well as issues on tactics, strategies and some cultural dimensions.

There will also be feedback on the TK assessments if chosen

Negotiation Role play (2 day course)

Role Play (2 or 3 day option)

A complex all day role play with feed back session

This course can include a Thomas-Kilman on line profiling test if required

NOTES: The 3 day course will require 2 trainers