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## Advanced Negotiation Skills Workshop

### One or Two day versions available

*This is an advanced level of negotiation, mainly for employees who have had some experience or training in negotiation. The one or two day course will give attendees who have several years work experience, the opportunity **to learn and practice skills which will enable them better manage their personal negotiation styles**. Through the process of review, and through the application of the techniques learned, the individual and the organisation will achieve improved outcomes in negotiations, better terms and conditions in contracts and overall improvements in the professionalism of their negotiation teams.*

### Workshop Objectives:

- **To prepare effectively for complex, challenging negotiating situations**
- **To cope more effectively with challenging situations**
- **To adapt your negotiating style depending on the situation**
- **To maintain progress through the phases of the negotiation, even under pressure**
- **To develop your skills at handling conflict**

**In addition the two day course includes further information and practice sessions**

- ***To recognise when and how to make concessions and how to play these***
- ***To understand when a win can be a loss and vice versa***
- ***To practice advanced skills in front of a video camera and review fully***

### Introduction

- Personal introductions and expectations of the day

### Reviewing the current levels of negotiation skills

- Setting out a base level vocabulary for negotiation
- Negotiation – it's not how it looks in the Movies!
- Considering how we negotiate in relationships, in work, in our purchasing styles
- What human responses do we all share when negotiating?
- Is this common across all departments?
- How effective are our strategies and how many strategies do we currently deploy?

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### Considering the effects and consequences of one negotiation decision on other parts of your business – the cascade effect

- Effects of decisions on my team and on me
- Effects of decisions on my department
- Effects of my decisions on other departments
- Understanding and managing the complexity of the relationships in a network

### Setting out the 'landscape' of the negotiation process

- Who are the players in the negotiation?
- What are their motivations and agendas?
- Is there any 'history' we should know?
- What is our own best possible outcome?
- What are our acceptable limits

### The human elements of negotiation

- Body language essentials
- Rapport building techniques

### Negotiation Game Plan

- Early positions and strategies
- Concessions
- Win/Win strategies
- End Game
- Post evaluation and re-plan

### Practical exercises

- Throughout the day attendees will practice the new skills in various settings

### General Feedback session

- Personal action plan
- End of course evaluations

### Additional information:

**Advanced Negotiation Skills** can also be provided in-house, which is a cost-effective approach if you have a number of people who require training. You choose where and when you want our trainers to deliver. We will also tailor the course content to suit your precise organisation needs.