

## MANAGEMENT: Negotiating Skills

**Course duration:** 1 day

**Who should attend:**

This course is valuable for anyone responsible for negotiating the best possible terms of an agreement for their organisation or for those who desire to sharpen their negotiating skills.

**Course benefits:**

In this course you acquire the knowledge to develop sophisticated negotiating skills crucial to achieving desired results and building strong relationships.

**What you will learn:**

- Preparing for a negotiation
  - Defining negotiation
  - Understanding the principle of exchange
  - Identifying objectives
  - Preparing yourself
  - Assessing the opposition
  - Choosing a strategy
  - Using an agenda
  - Creating the right atmosphere
  - Using seating plans
- Conducting a negotiation
  - Judging the mood
  - Making a proposal
  - Responding to a proposal
  - Responding to ploys
  - Understanding body language
  - Establishing positions
  - Strengthening your position
  - Weakening the other party's position
- Closing a negotiation
  - Trading positions
  - Choosing how to close
  - Moving to a close
  - Handling breakdown
  - Using a mediator
  - Going to arbitration
  - Implementing decisions
  - Assessing your ability