

# Negotiating for Win-Win Solutions

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## Description of Course

By adopting an approach where the parties work with each other, it is possible to reach outcomes that satisfy all. This positive approach to negotiation will help build business relationships that could last for years.

This negotiations training course will help participants to understand what we mean by negotiation and will provide some of the tools to help them negotiate well. They will also have the opportunity to practice using those tools in the safety of the training environment.

## Course Objectives

By the end of this course delegates will be able to:

- Negotiate with the aim of achieving mutually acceptable outcomes
- Make effective preparations before starting to negotiate
- Set a negotiating range that they can work within
- Follow a clear structure for negotiations that will help them focus and achieve results

## Aimed at:

The ability to negotiate effectively is an important skill. It is also a skill that can easily be developed by understanding the process involved. This negotiation skills training course is aimed at anyone who negotiates as part of their role.

## Duration of Course

1 day

# Course Outline

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**What is negotiation?** - Examines the concept of negotiation and what we are trying to achieve.

**Potential negotiations** - Participants identify the potential negotiations constantly surrounding them.

**Alternatives to Negotiation** - Negotiation are not the only method of problem solving. We identify some of the alternatives and discuss when negotiation is the best approach.

**Negotiating Structure** - Participants often identify confidence as being the main barrier to effective negotiation. Once they are able to work with an effective structure they find that this barrier quickly disappears.

**Planning** - Helps participants to understand the importance of planning before entering into negotiations. We look at what is involved in effective planning. Participants are given a planning template which will provide a basis for preparing most of their negotiations.

**Laying Foundations** - This important stage of negotiation is often overlooked by inexperienced negotiators. Participants will learn to set up their discussion so that they do not move towards agreement prematurely.

**Building** - Helps participants to avoid surrendering their position without getting something in return.

**Completing** - Ensures that the negotiation is closed effectively so that all parties leave committed to the outcomes agreed.

**Essential phrases for negotiating in English** - Delegates learn and practice useful phrases for the most delicate parts of the negotiating process.

**Negotiating Activity** – A final opportunity for participants to practice the negotiating process covered during the course.