

Negotiation Skills Workshop for Managers

Overview

Course duration: 2 days.

Enhance existing negotiation skills when dealing with common managerial issues in the workplace. Improve your self-confidence and your skills when negotiating one-to-one, one-to-groups and one-to-other departments and multi-party negotiations in order to secure win/win results.

The emphasis of this workshop is practice rather than theory and over 70% of the time is spent on practice using common work based issues such as: changing department deadlines, budgets and resources, service level agreements (not price). Throughout the workshop you will participate in sessions, review other delegates and work with the trainer to evaluate your own negotiation performance and how it can impact on others. You will develop strategies on how to identify other negotiation skills and how to motivate recipients to your outcome.

At the end of this course you will receive a CD containing guidance notes and templates to use for the planning and preparation stages, prior to conducting negotiations. Numbers are limited to ten to allow you a high level of participation and trainer interaction.

Is it right for me?

This workshop is for managers wanting to enhance their basic negotiation skills to achieve a higher degree of success. If you are already involved in commercial negotiations with customers, suppliers and colleagues both inside and outside your organisation and want to broaden your toolkit then this course will offer you a fun, safe and interactive platform in which to do this. You will meet other managers who face similar issues as yourself and together as a group will explore other ways to approach negotiations.

Please note: this is not a sales negotiation workshop. If you are interested in sales negotiation please refer to 'Sales Negotiation'.

What will I learn?

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

- Identify the most appropriate approach when dealing with potential managerial dead locks such as remuneration packages, deadlines, budgets and resources.
- How to avoid having a situation that ends in negotiation by planning, pre-empting the recipients response when delivering sensitive managerial messages that could lead to disagreement.
- How to remove emotion from sensitive negotiations and motivate the other person/s towards a win/win outcome.
- The appropriate communication approach when negotiating up, across and down the organisational chart.

Pre-course Activity

To gain the maximum benefit from the workshop, you will be sent an activity to complete which asks you to consider current expectations and challenges. This will

help you set the context of the workshop and will be used on the day as part of the workshop activities.

What will it cover?

Develop Assertive Communication

- Analysing your personal communication style
- Flexing your communication style to motivate others towards a win/win outcome
- Gaining cooperation from others
- Using non-verbal communication to build rapport to influence viewpoints

Eight-Step Approach to Workplace Negotiations

- How to follow an easy to apply process that promotes confidence, gives structure and a professional approach
- How to adapt the process to the situation and climate

Evaluating Individual Skills and Concessions available to Managers

- Identifying what behavior characteristics people adopt when in stressful situations and the impact on others
- Developing a strategy on how to adapt behaviour styles to match others
- Identifying what concessions are available to offer and how to package them to motivate other parties towards a win/win outcome

Skills Practice and Case Studies

- Researched and developed case studies that allow learners to apply techniques
- Safe supportive skills practice using real life work based situations