

Advanced Negotiation Skills for Senior Managers

Who is it for?

This course is ideal for managers who need to negotiate at a senior level. It is also very popular with those involved in service level agreements or contract negotiations

What is it about?

This course teaches you how to keep a cool head in the planning, delivery and closing of a negotiation. You will learn how to assess and manage risks should agreement fail, read the non-verbal signals being given out, manage the emotional and behavioural elements, make your bid assertively and secure the desired outcome

"Course well delivered and relevant to workplace. Can use skills in "real world."
Thanks."Trevor McCartney, Webb Ivory Ltd

Course Overview

- Research techniques for assessing position and options
- Objective setting
- Identifying the best alternative to a negotiated agreement (BATNA)
- Bid preparation and understanding the counterpart's likely position
- Controlling and understanding non-verbal communication
- Cultural differences and their impact on the negotiating process
- Contracts and Service Level Agreements
- Identifying trading currencies and how to use them
- Bid, bargain and close the deal
- Develop contracts

What do I get out of it?

- A toolkit offering a range of options for bargaining and closing the deal
- Skills to assess risk and implement contingency in event of non-agreement
- Techniques to establish a positive negotiating environment
- An understanding of the non-verbal elements of negotiation
- The ability to manage the emotional and behavioural dimension of negotiation