



Negotiating Skills

Duration: 1 day

“ PM-Partners have been leaders in training and professional certification for over 20 years.

Our trainers are highly qualified, practitioners in their chosen fields. ”

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Overview

This course is a practical, hands-on guide through modern business negotiations, based on real life and case study scenarios. This course takes a close look at how negotiation occurs within organisations, how to prepare and manage negotiations, and how to achieve the most mutually beneficial outcomes. Topics are addressed using interactive learning techniques which ensure that knowledge is assimilated in an enjoyable and stimulating environment.

Course Objectives

By the end of this course, participants will have the ability to:

- » Define the term negotiation; who is involved and their purpose
- » Distinguish between the different negotiation models
- » Adequately plan and prepare for a negotiation session
- » Employ appropriate tools and techniques to engage in a negotiation session leading to an agreed solution
- » Take appropriate steps to enhance the success rate of negotiated agreements.

Course Delivery

Trainers of this course will use a practical delivery approach to provide participants with a 'hands-on', multi-faceted and challenging learning experience. The trainer will also draw heavily upon the experiences and challenges of the individual.

Participants will be actively engaged in negotiation scenarios consistent with a 'learning by doing' approach to knowledge transfer.

This course can be held on-site or at our premises. All courses can be customised to suit your requirements, using tailored case studies to better reflect your business operations and typical negotiation situations. The course may be increased to 2 days upon request.

Materials: A comprehensive participant handbook is provided.

Negotiating Skills

Who should attend?

There is great benefit to be derived from enhanced negotiating skills both on a personal and professional level.

This course is designed all managers and staff involved at any level in negotiation; large or small, formal or informal.

Prerequisites

There are no prerequisites for this course.

Development Units

Participants who have been awarded the Project Management Professional (PMP)[®] credential by the Project Management Institute (PMI)[®] are eligible to earn 7 PDUs for their participation in this course (7 Leadership).

Participants holding any of the Project Management accreditations (CPPP/ CPPM/ CPPD) are eligible to earn 14 CPDs for this short course.

Course Summary

Overview

Defining negotiation. The negotiation life cycle. Principled negotiation vs. positional bargaining.

Preparing for negotiation

Negotiation planning tools. Establishing relationships and rapport. Planning your tactics. Understanding the BATNA (best alternative to a negotiated agreement). Interest mapping. Prioritising options. Planning the agenda and outcomes.

Conducting negotiation

Working with the negotiation life cycle. Tools and concepts supporting the negotiation process. Questioning and listening skills. Deductive and inductive reasoning. Trading concessions. Assertiveness techniques. Overcoming negotiation challenges.

Closing a negotiation

The importance of the closure phase. Oral and written agreements. Offer and acceptance. Establishing next steps.