



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 to prepare for and manage negotiations 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:

- » Provide a robust explanation on what constitutes a successful negotiation
- » Select the most appropriate negotiation approach and style to gain required result(s)
- » Adequately plan and prepare for a negotiation session
- » Use appropriate tools and techniques to engage in a negotiation session leading to an optimal 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 for 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 PDU**s for their participation in this course (7 Leadership).

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

Course Summary

Overview

Defining negotiation. Understanding negotiation styles. Principled negotiation vs. positional bargaining. The negotiation process.

Preparing to negotiate (based on principled negotiation)

Planning for a successful relationship with the other party. Understanding interests of the negotiation parties. Inventing options for an optimal solution.

Defining what you are, and are not, willing to negotiate by defining your ideal and next best outcomes, your BATNA and WATNA (best / worst alternative to a negotiated agreement).

Identifying the ZOPA (zone of possible agreement) and MESO (multiple equivalent simultaneous offers) to help facilitate an agreement.

Conducting negotiation

Working with the negotiation life cycle. Tools and concepts supporting the negotiation process. Options for trading concessions. Using assertiveness and effective communications skills to facilitate a successful outcome. Overcoming negotiation challenges. Actions required to effectively close the negotiation and establish next steps.