



Mastering Advanced Negotiation Skills

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Course Summary:

Productive negotiation involves the flawless execution of a well-established strategy. This course develops the essential skills to guarantee that we can think both strategically and tactically at the bargaining table and master the techniques and tactics that will influence our failure or success. This course offers a guided framework for dealing with any type of negotiation. Therefore, the instructor will guide you through the process of negotiating to secure your execution strategy and attain your target.

We all operate in an increasingly complex commercial and professional environment that requires us to negotiate on a daily basis not only with customers, clients, suppliers and contractor, but also with managers, fellow employees and colleagues within our own organization. This course is designed to explain the negotiation process in detail and demonstrate how to use it effectively, giving delegates the negotiation skills and strategies they need to succeed in today's challenging commercial environment. In this program you will:

- Improve your effectiveness in negotiations by understanding key negotiation strategies and how to apply them in practice
- Understand how to make the most of your own natural negotiation style
- Develop the skills to influence people more effectively and to control the negotiation table
- Gain the essential tools and knowledge to plan and manage a range of negotiation scenarios
- Enhance your ability to add value through the negotiation process
- Understand different behaviors and attitudes related to different cultures and how to turn them in your favor

Who Should Attend?

Managers, Executives, Managers, Team Leaders, Superintendents, Chief Engineers, Senior Engineers, Newly Qualified Engineers, Plant Managers, Project Managers, Quality Managers, Technical Managers, Supervisors, Financial Officers and Controllers, Process Managers, Strategic Planning Managers, Key Personnel,

Champions, Officers, Supervisors, Department Heads, Engineers, Foremen, anyone in managerial and administrative positions, Engineering Professionals, Project and Design Engineers, Technical Operational Staff, Technical Sales Staff, Research and Development Professionals, Technical Personnel, Maintenance and Supervisory Managers, Maintenance Planning Staff, Technical Managers, Project team members

Course Objectives:

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

- Have a deep understanding of the key analysis of the negotiation process and how to influence others to get more of what you need and want
- Have developed a range of highly effective negotiating skills and strategies that can be used in a range of situation
- Be able to effectively analyze, plan and prepare for every negotiation
- Understand the benefits of controlling and reading body language when influencing others
- Have become a more effective and confident negotiator
- Have enhanced an essential operational, management and leadership skill that will increase your performance on a daily basis

Course Outline:

Introduction to Negotiation

- Thinking outside the box
- Positivity & negativity and its effect on negotiation
- Acquiring a positive attitude to the negotiation process
- Proposal format – simple, focused & logical
- Placing yourself above the competition with your proposal
- The psychology the negotiation
- The feel-good factor
- Questioning & listening techniques

Understanding Behavioral Style to Negotiate Better

- Knowing and understanding your own behavioral style – keys to how you negotiate
- Negotiation style assessment

- Approaches to negotiation
- The 'win:win' and why it is misunderstood
- The two distinct approaches to negotiation
- Communication style and the negotiation process
- Adapting to different communication styles
- Negotiation and ethics

Developing a Strategic Approach to Negotiation

- A strategic approach to negotiation - Distributive negotiation strategies
- BATNA, Zone of Possible Agreement
- Openings, anchors, offers and counter offers
- A strategic approach to negotiation
- Sharing information, diagnostic questions & unbundling issues
- Package deals, multiple offers and post-settlement settlements
- Knowing and maintaining your sources of negotiation power
- Sales negotiation behavior

Interests, Planning and Understanding Body Language

- Wants and needs – the importance of identifying needs
- Emotional intelligence and its role in negotiation
- The importance of body language and non-verbal behavior
- What is body language and how do we accurately read it?
- Understanding thoughts from body language
- How to use your own body language to negotiate more effectively
- Resolving disputes
- Techniques of the mediator

Negotiating with Different Nationalities and Cultures

- Face to face negotiation – dealing with different cultures
- Advice for cross cultural negotiators
- International team negotiation exercise
- Putting negotiation techniques into practice