



Successful Negotiation Strategies & Skills

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Course Summary:

Negotiation is a skill well worth mastering by putting some simple techniques into practice you could save thousands, and this course will show you how. During your life you will come across hundreds of situations that will put your negotiation skills to the test. Whether buying a house or car, deliberating contracts for your business, or reviewing your salary with your boss, your success in these activities will be heavily dependent on your ability to negotiate. Take this negotiation course today and you'll learn to negotiate masterfully, giving yourself a considerably better chance of personal and financial success. Just check out the reviews to see what a difference successful negotiation can make to your life.

The ability to negotiate a strong agreement is among today's most valuable skills in business. This course will equip participants with understanding and confidence to negotiate with clients, customers, suppliers and other business associates. A practical one-to-one and group negotiation approach throughout this course will help participants enhance their skills upon which personal and business success can depend. The course will give your participants a sense of understanding their opponent and have the confidence to not settle for less than they feel is fair. The participants will learn that an atmosphere of respect is essential, as uneven negotiations could lead to problems in the future.

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:

- Implement key strategies and tactics for overcoming conflict and handling objections
- Effectively recognize and manage buyers' tactics
- Assess their current negotiation style
- Enhance key interpersonal skills essential for greater impact in negotiations
- Identify objectives and prepare the negotiation
- Establish collaboration and strong partnerships
- Identify and secure "Win - Win" results

Course Outline:

Interpersonal Skills of Negotiation

- Characteristics of a successful negotiator
- Understanding your current negotiation style
- The importance of questioning and listening
- Communication skills and empathy
- Using silence as a powerful negotiation tool
- Understanding the body language

Planning and Preparing for Negotiation

- Pre-negotiation research
- Preparing and developing the optimum strategy and productive negotiation parameters
- Setting clear objectives
- Identifying concessions
- Establishing the bottom line
- Identifying a "win-win" result

Negotiation Tools and Techniques

- Creating the right climate
- Preparing a strong opening to the negotiation
- Creative collaboration vs. traditional confrontation
- Creating a lasting commitment to an agreement

Negotiation Techniques for Challenging Situations

- Clarifying the real problem and managing the issues
- Individual versus team negotiation and multi-party negotiations
- Dealing with difficult questions
- Securing a "win-win" result
- Negotiating in competitive markets
- Negotiating with skilled buyers

Stress Management and Personal Effectiveness

- Analyzing the causes and effects of stress both physically and psychologically
- Setting priorities, planning and delegating

Action Plan

- A checklist to develop successful negotiation skills essential for achieving win/win results
- Enhancing the Proposal/Proposition
- Reviewing the negotiation achievement