



**Negotiation Skills: Clear  
understanding of the real  
purpose of the negotiation  
process**

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# Negotiation Skills: Clear understanding of the real purpose of the negotiation process

## Introduction

Do you need a clear understanding of the real purpose of the negotiation process? In this five-day seminar you will learn the skills necessary to deal with the process of negotiation, from the inception to signing off and beyond.

This workshop will provide delegates with tools and techniques to not only learn how to negotiate under normal situations, but also to increase their negotiation effectiveness under abnormal circumstances.

## Workshop Methodology

The most up to date training methodology is used to present this workshop. The workshop is carefully designed to address practical style of learning and to fully engage participants. Tutorials are used through individual exercises and group discussions. These discussions provide opportunities for personal participation in simulated real situations. During these discussions the participants will discover what they might do and what they can do out of what they are learning. This process makes the training fun filled, fast-paced, challenging and empowering.

## Who Should Attend?

- Managers, supervisors, first line managers, team leaders, project managers, and anyone who is or will ever be involved in negotiation in any organizational context.

## Certificate

- **BTS** attendance certificate will be issued to all attendees completing minimum of 80% of the total course duration.

## Course Objectives:

### This workshop will help participants:

- Recognize their negotiating professional role and responsibilities.
- Be familiar with essential negotiation stages as employed in their work environment.
- Understand preparation and planning required for a successful negotiation approach.
- Understand and manage customer/supplier behaviour in the negotiation process.
- Examine different issues likely encountered in negotiations.
- Understand negotiation objectives, targets, strategies and tactics.
- Recognize various communication skills in negotiation.
- Prepare an action plan to implement on return to work.

## Course Outline:

### Day 1: Negotiation Fundamentals and Practicalities

- The Introduction and Course Overview
- The challenge of Negotiation
- What is Negotiation and Why Negotiation Skills are Important
- The Negotiation Game Plan
- Deriving Lessons Learned from Day 1

### Day 2:

- Styles of Negotiation
- Integrative Negotiation
- Win-Win vs. Win-Lose
- Problem-Solving Approach to Negotiation.
- The Negotiator's Role
- Negotiation Stages
- Deriving Lessons Learned from Day 2

### Day 3:

- When NOT to Use a Problem-Solving Approach
- Reaching Agreement is Not the Only Goal
- Planning The Negotiation - Putting It All Together
- Structuring the Negotiation

- Personal Power and How to Increase it
- The Closing Stage
- Deriving Lessons Learned from Day 3

#### Day 4:

- Behavioural Analysis
- Negotiating Tactics
- Movement and Concessions
- Overcoming Deadlock
- Dealing With Negotiating Variables
- Deriving Lessons Learned from Day 4

#### Day 5:

- Follow Up - The Forgotten Element in Negotiation - Holding the Agreements in Place
- Case Studies and Analysis
- Applying the Negotiation Model to Your Own Negotiation
- Workshop Wrap-Up, Questions and Discussion.