

# NEGOTIATION SKILLS



## OVERALL OBJECTIVE

The **Negotiation Skills Workshop** aims to equip participants to understand the process of negotiation and apply successful negotiation techniques when managing a project.

## OUTCOMES

The participants will learn how to:

- Prepare for negotiations
- Conduct productive negotiations
- Work through the negotiation process
- Include stakeholders, as and when required
- Negotiate while retaining workable relationships

## CONTENT

- Defining Negotiations
- Types of Negotiations
  - Problem solving
  - Interest based
- Stages of a Negotiation
  - Establish a mandate
  - Prepare and plan
  - Negotiate and close a deal
  - Sell the agreement
  - Implement the agreement
- Face-to-Face Skills
  - How to handle difficult situations
  - Dealing with dirty tricks
  - Working with negotiating tactics
- Power and Influence in Negotiations
- Negotiate to Agreement
- Negotiating to Build Relationships
- Successful Negotiators
- Negotiation Competency Checklist
- The Negotiation Process