

SSM 44 – ADVANCED NEGOTIATION SKILLS

INTRODUCTION

The Negotiating Techniques programme teaches participants the fundamentals of negotiating so they can interact more effectively with others, resolve conflict and disputes, and achieve the best outcomes for themselves and their organizations.

The programme defines negotiation and outlines the circumstances required to conduct a meaningful negotiation. Participants learn a model of the cooperative process. Human motivation and needs are critical aspects of negotiation, so participants gain knowledge and skill in essentials of human behavior. Participants learn the basics for building a relationship with others that allow for effective negotiations. The programme guides participants through the steps to prepare for a negotiation and it provides participants with procedures to clarify assumptions which lie behind negotiations.

WHO SHOULD ATTEND?

This course is designed for those responsible for managing others including team leaders, supervisors and managers who may have the task of resolving conflict. Also, it is recommended for anyone who wishes to find a solution to resolving their own conflict or negotiate to win.

COURSE CONTENTS

Session 1: Effective Communication Skills

- Defining communication and the communication process
- Your personal communication style - self-analysis/skills audit
- Non-verbal communication and body language - using it to strengthen your position
- Using your voice to advantage - tone, pace and style
- Personal presentation - creating the right impression
- Identifying and overcoming barriers to effective communication

Positive and Assertive Communication

- When to say `yes' and should be saying `no'
- Expressing your ideas in a direct and effective manner
- Contributing at meetings and gaining co-operation from others
- Using assertive and positive language

Persuasive and Influential Communication

- Expressing your views, ideas and requests with confidence
- Persuasive communication - gaining others' agreement
- Ensuring your communication is clear, concise and easily understood
- Understanding and developing more active and effective listening
- Enhancing your questioning skills

Session 2: Researching opponents

- Conduct effective preparation for effective negotiations and build constructive relationships in negotiations
- Identify negotiating behaviors deadlock, joint problem solving, and submission
- Get around "stuck" situations and achieve win-win situations

Apply a four phase model for negotiating

- Prepare
- Discuss
- Propose
- Bargain

Identify goals for each issue

- Set your objective
- Check understanding and avoid "crossed wires"
- Describe the dangers of making assumptions
- Sell ideas and suggestions, by linking them to the needs of the other party

Speak the opponents' language

- Demonstrate active listening skills
- Describe the dangers of making assumptions
- Sell ideas and suggestions, by linking them to the needs of the other party

Identify and apply the top skills to negotiations

- The negotiation process - basic negotiating techniques
- Defining your personal style of negotiating
- Pre-negotiation - preparation and planning
- Setting your objectives and deciding your own limits of compromise
- Analyzing the other side's position
- Understand how attitude affects outcome
- Recognize how assertive behaviors influence our results
- Use questioning skills and explore feelings, ideas and concerns openly and constructively
- Concluding the negotiation in a positive and productive manner - gaining a win-win situation

Session 3: Difficult Situations

- Creating a positive impression when dealing with senior colleagues
- Communicating difficult or sensitive messages
- Gaining co-operation from others and minimizing conflict

How to prevent conflict

- How to identify the warning signs which indicate conflict is emerging
- Steps to take to prevent conflict from escalating
- How to avoid personality clashes within the team
- Methods of separating emotions from actions

How to handle conflict if it does arise

- Methods of resolving conflict and between individuals and teams
- Ways to control your own emotions in a conflict situation
- Key obstacles to handling conflict
- Methods of confronting people which reduces hostility
- Knowing how and when to use a third party to resolve conflict

Recognizing How Individuals Contribute to Conflict

- Identify where and when you may become involved in conflict
- Understanding your own behavior style and adapting your approach to suit others
- Ways to resolve your own personal conflict situations