



# Negotiation Skills

*This course outline should be used to determine whether the course is appropriate for the student, based on current skills and training needs.*

Duration: 1 day

Audience: For employees who negotiate with staff, suppliers, clients and colleagues both inside and outside the Company.

## Course Topics:

- Why do we negotiate?
- Effective Communication
  - Active Listening
  - Body Language
  - Questioning Techniques
  - Presenting your views
  - Motivations & Meanings
  - Persuasion Techniques
  - Decision Making
- Negotiating Obstacles
  - Power Struggle
  - Manipulation
  - Confrontation
  - Mistakes
  - Tangents
  - Rejection
- Negotiation in Business
- Principles of Negotiation
  - Using the Negotiation Framework

## At Course Completion delegates will be able to:

- Understand the communication techniques to negotiate effectively
- Use the Negotiation Framework to assist in effective negotiations
- Understand the different obstacles faced within the negotiation process
- Understand how important negotiation is within business

