



المركز العالمي للتدريب والتطوير  
International Centre For Training & Development



# EFFECTIVE Negotiation Skills



INTERNATIONAL ACCREDITATION ORGANIZATION



UNIVERSITY OF ROCKHAMPTON  
MAKING THE DIFFERENCE



## Course Introduction:

---

This very stimulating course introduces the skills required for taking part in successful negotiations. It introduces a systematic approach to preparing conducting negotiations at all levels.

On this course you will analyze case studies, discuss real life experiences and take part in stimulations.

## Course Objectives:

---

**After this course you will be able to:**

- Negotiate with greater confidence
- Influence positively the outcomes of your negotiations
- Achieve win-win outcomes in negotiation

**You can expect to:**

- Apply a systematic approach to preparing for a
- Negotiation learn how to avoid common negotiating mistakes
- Practice putting your views across in non-confrontational ways

## Who Should Attend?

---

This course is for managers, executives, buyers, procurement officers and other staff who have to negotiate as part of their job.

## Course Outline:

---

### Introduction

- What is negotiation?
- When is negotiation a good idea?
- The four elements of an effective negotiation

### Element one: Interests

- The difference between positions and interests
- Identifying and prioritizing your interests
- Common mistakes when handling interests

### Element two: Options

- Generating and evaluating possible options

- Identifying your ideal outcome
- Common errors when generating options

#### **Element three: Criteria for Fairness**

- Establishing and agreeing criteria
- Common pitfalls when evaluating fairness

#### **Element four: Commitment**

- What to consider when closing a deal
- Ways to close a deal successfully

## **Course Certificate:**

---

**International Center for Training & Development (ICTD)** will award an internationally recognized certificate(s) for each delegate on completion of training.

## **Course Methodology:**

---

**A variety of methodologies will be used during the course that includes:**

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

## **Course Fees:**

---

**To be advised as per the course location.** This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

## Course Timings:

---

### Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

---

