



# SRN 386

## Advanced Negotiation Skills

## Course Introduction:

---

The Negotiating Techniques programmed 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 programmed 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 skills 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.

## Course Objectives:

---

**At the end of the course participants will be able to:**

- Revise the essential elements involved in negotiation
- Learn Self-analysis - understanding behavioural patterns
- Understand negotiation structure
- Improve preparation and planning
- Be aware of and use signals
- Deliver assertive proposals
- Use creative variables within negotiation
- Minimize and optimize concessions
- Know the needs and motivations that exist in negotiation
- Develop a negotiation mentality.

## 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 Outline:

---

## **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 other's agreement
- Ensuring your communication is clear, concise and easily understood
- Understanding and developing more active and effective listening
- Enhancing your questioning skills

## **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 property

### **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 property

### **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 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

### **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

## **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

## Course Fees:

---

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

## Course Certificate:

---

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

## 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

المركز العالمي للتدريب والتطوير  
International Centre For Training & Development