



Winning Solutions™: Negotiation Skills for Win-Win Situations

Course Objective

This 2-day intensive programme will help participants to understand and apply effective negotiation techniques in work and life in order to consistently achieve a happy outcome for all parties involved, whenever a conflict arises.

Course Methodology

Sharing by the trainer takes up only 20% of total class time. The remaining class time will be utilized for group discussions, simulation exercises and coaching.

Course Syllabus

<i>Module 1</i> Introduction to Negotiation Skills	The importance of negotiation skills, components and process, the principles of negotiation, formal vs informal negotiation
<i>Module 2</i> Negotiation Concepts	Best Alternative To A Negotiated Agreement (BATNA), Reserve Price, Zone Of Possible Agreement (ZOPA), Value Added, Time Decay
<i>Module 3</i> Negotiation Process	Planning, exchanging info, bargaining & closing – identifying key issues, objectives & concessions, sealing the deal
<i>Module 4</i> Creating a Win-Win Situation	Creating trust, minimizing conflict, influencing skills, persuading others to see one's point of view, leveraging available resources, exploring creative solutions, using NLP techniques & subliminal persuasion
<i>Module 5</i> Basic Negotiation Tactics	Big Pot, The Well Is Dry, Patience, Threaten, The Last Bite, Limited Authority, Stone Face, Get Lost, Stall For Time, Divide & Conquer
<i>Module 6</i> Advanced Negotiation Tactics	Whipsaw, Split The Difference, Trial Balloon, Acting Crazy, Getting a Prestigious Ally
<i>Module 7</i> Sales as Negotiation	Applying negotiation techniques to a sales situation
<i>Module 8</i> Final Simulation Exercise	A full length final exercise to apply all the skills learned