

INTRODUCTION TO NEGOTIATION COURSE OUTLINE: 1 DAY

For any staff who need a better understanding of the principles of negotiation.

OBJECTIVES	
<ol style="list-style-type: none"> 1. Define negotiation in terms of your role 2. Review the process and terms used in negotiation 3. Establish the communication skills required for effective negotiation 4. Practise the required skills in a number of negotiation scenarios 	
CONTENT	
<p>SESSION 1: Introduction</p> <ul style="list-style-type: none"> ▪ Introductions ▪ Course objectives ▪ Housekeeping ▪ Overview 	<p>SESSION 4: The Negotiation Process - Implementation</p> <ul style="list-style-type: none"> ▪ Getting the issues on the table ▪ Tips on trading concessions ▪ Agreeing terms and conditions ▪ Concluding the meeting
<p>SESSION 2: The Principles of Negotiation</p> <ul style="list-style-type: none"> ▪ Defining negotiation within your business ▪ Understand when and when not to negotiate ▪ Appreciating the potential impact and outcomes of your negotiations ▪ Identifying your tradeables 	<p>SESSION 5: Communication Skills Review / Practise</p> <ul style="list-style-type: none"> ▪ Verbal and non-verbal communication ▪ The importance of effective listening ▪ Choosing your words carefully ▪ Using your voice to maximum effect ▪ Negotiation practise with feedback
<p>SESSION 3: The Negotiation Process - Planning</p> <ul style="list-style-type: none"> ▪ Creating the structure for negotiation ▪ Setting negotiation objectives ▪ Prioritising tradeables ▪ Setting best and worst limits ▪ Developing 'what if?' scenarios 	<p>SESSION 6: Summary</p> <ul style="list-style-type: none"> ▪ Summary ▪ Q&A session ▪ Action planning ▪ Evaluation

TO BOOK A PLACE ON THIS COURSE OR FOR FURTHER INFORMATION, PLEASE CALL THE HJS PEOPLE TEAM ON 02380 234222.