

Negotiation Skills

Comprehensive in-house course

Develop the skills required to negotiate, persuade and influence

Overview of course content

The programme provides you with a clear process for planning and conducting negotiations effectively:

- Why and when we negotiate
- Self understanding
- Understanding the other party and handling challenging conversations
- Strategies and tactics
- Building skills to deal with conflict
- Complex negotiations and using alternative media
- Building self-confidence and credibility
- The balance of power and positive influence when under pressure

“Demystifies the process of negotiation and has given me the confidence to be successful in my next negotiation.”

A brief history...

Negotiating is a very specific form of communication as both parties start with specific positions and objectives, usually with well defined 'unacceptable', 'acceptable' and 'best case' outcomes.

This course is based on an understanding of how to conduct successful, win-win negotiations, building the skills and confidence to negotiate effectively and to respond appropriately as the negotiation develops.

Key benefits

A clear understanding of the process of negotiation

Skills to negotiate from a position of strength

Confidence to respond positively as the negotiation progresses

Ability to manage challenging behaviour and difficult situations



Duration and format

Comprehensive two day course run in-house and can be tailored to specific needs.

Who is this course for?

Anyone who needs to conduct negotiations successfully in a range of situations.

You may be negotiating regularly without having had any formal training, new to, or moving into a role that will involve negotiating internally or externally.

Those who lack confidence when faced with situations where they are put under pressure and face negative behaviour.

Negotiation Skills

What's it all about?

Negotiation Skills is a good example of the need to think and communicate effectively. The course structure and content recognises the need to:

- Have a good understanding of the process involved in negotiating.
- Build skills that will enable people to negotiate from a position of strength.
- Have the confidence to respond to the changing circumstances of the negotiation itself and the people directly and indirectly involved.

The course therefore involves practical exercises and practice to build the necessary skills so that the training goes beyond imparting a theoretical understanding of the process and tactics involved and actually prepares the delegates for real-life negotiations.

Why Negotiation Skills?

By attending this course you will gain the following competencies:

Personal Impact and Influence - The ability to persuade and convince others, influencing their actions and attitudes through personal credibility, self confidence and assertiveness. Be aware of the impact that your own behaviour has on others.

Negotiating Skills - The ability to gain agreement between divergent interests of two or more parties. To understand and influence contracts and agreements. To apply appropriate negotiation skills and techniques. To represent team and organisational needs.

Self-confidence and Initiative - Gain confidence and personal drive to: initiate and accomplish a task and select an effective approach to the task or problem; demonstrate commitment despite setbacks; take the initiative and responsibility for successful outcomes.

How do we do it?



Additional course detail

This course will enable you to conduct negotiations successfully in a range of situations. By understanding of the choice of tactics that may be employed, you will be able to plan and conduct negotiations effectively:

- **Why and When We Negotiate** - The range of situations in which we need to negotiate. How negotiations take different forms.
- **Self-understanding** - How to assess your skill in different aspects of negotiation.
- **Understanding the Other Party and Handling Challenging Conversations** - Putting yourself in the other party's position, understanding their motivations and options, strengths and weaknesses.
- **Strategies and Tactics** - How to plan different approaches and the circumstances in which each is appropriate, how to create a genuine win-win.
- **Building Skills to Deal with Conflict** - Understanding how to plan, question and listen effectively and in ways that maximise the likelihood of a successful outcome.
- **Complex Negotiations and Using Alternative Media** - How to plan multi-stage and/or competitive negotiations and the necessary adjustments needed when not face to face.
- **Building Self-confidence and Credibility** - The components of personal impact and the boundaries between assertiveness and aggression. How to rapidly develop relationships of mutual trust and understanding.
- **The Balance of Power and Positive Influence when Under Pressure** - Understand how power shifts during negotiations, how to maximise your power and stay in control.

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Additional course detail

Continue and refresh your learning even after the course...

...all attendees on this course receive FREE access to the exclusive post course learning area of the Illumine website. This area includes:

Guide to learning - Hints, tips, tests and further reading to help you to use the time you spend learning as effectively as possible.

How can I take this programme?

In-house courses - suitable for organisations that want to develop teams or groups of individuals from across the organisation. Programmes can be geared towards your organisation or industry sector with relevant activities, examples and case studies.

Discuss your needs with an account manager on **01753 866633** or email inhouse@illumine.co.uk.

Related Courses

Think Before You Speak

Complements this course as it builds the skill of responding when put on the spot by unexpected questions

Continuous Development

CPD recognition is awarded on both public workshops and in-house courses, being dependent on the number of hours spent learning. On request Illumine will provide a certificate of attendance for you to use as evidence and attach to your record card.

About Illumine

Illumine Training provides management and personal skills development, focused on developing *better brains for better business*.

The range of courses and workshops is split into five business critical areas and are delivered through:

Public Workshops - 1 and 2 day workshops

In-house Courses - Specifically for teams or groups from within an organisation, tailoring as necessary.

FIT Sessions - In-house bite-size (90 minute) learning sessions designed by Illumine to maximise learning in the minimum time possible.

Other Options - Facilitation, Coaching, Away-days and Speakers.

