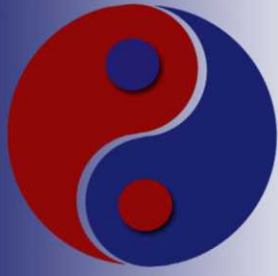


First Creation Consulting



Professional Negotiation Skills

First Creation Consulting Ltd

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WORKSHOP AIM:

The aim of the workshop is to develop participant's negotiation skills so that they are able to reach a satisfactory outcome for both the client and the firm whilst maintaining and enhancing the long-term relationship.

WORKSHOP OBJECTIVES:

By the end of the workshop participants will be able to:

- Understand and apply the key skills & behaviour for effective negotiations
- Effectively plan and prepare for a negotiation, including team negotiations
- Successfully implement a process for a successful negotiation
- Identify the different negotiation strategies and adopt the correct one for a given situation
- Effectively manage conflict
- Identify and counter different negotiation tactics and ploys
- Understand the dynamics of power and its effects on the negotiation, when to use, not use and how to counter
- Understand different team roles for effective team negotiations

WORKSHOP METHODOLOGY

The workshop has been designed to maximise participant involvement. A number of proven methodologies are employed including:

- Consultant led input
- Group/individual based exercises
- Practical Negotiation role-plays
- Feedback and Coaching

Day One

Start 9:00

Introduction

- Workshop aims & objectives
- Personal objectives

The Dynamics of Negotiating

- Definition
- Why & when to negotiate
- Key skills required to be a successful negotiator
- Why negotiations fail

Practical Negotiation Exercise

Participants will conduct a case study driven negotiation

Review and debrief of exercise – Feedback & coaching for improved performance.

Barriers to Successful Negotiations

- Emotions
- Dilemmas
- Psychology

Managing Conflict

- Reasons for conflict
- Thomas-Kilmann conflict handling modes
- Adopting right strategy for given situation

Key Skills & Process for Effective Negotiations

- Best practice guidelines for successful negotiations
- Research & planning
- Building strategies
- Verbal & non-verbal behaviour
- Negotiation process

Negotiation Exercise Practical Negotiation Exercise Using CCTV

Participants will conduct a case study driven negotiation

Review and debrief of exercise – Feedback & coaching for improved performance.

Finish 17:30

Review & Summary

Day Two

Start 9:00

Practical Negotiation Exercise

Review & debrief video of negotiation exercise

Negotiation Tactics & Strategies

- Negotiation ploys
- Counter measures
- Power & influence
- Avoiding deadlock

Negotiating In Teams

- Team dynamics
- Team roles
- Planning/objective setting

Practical Negotiation Exercise

Participants will conduct a case study driven negotiation

Review and debrief of exercise – Feedback & coaching for improved performance.

Power & Influence

- Who has the power
- What influences who has the power
- Power plays & counter measures
- Power sources

Deadlock

- Key reasons for deadlock
- Avoiding deadlock
- Techniques to overcoming deadlock

Practical Negotiation Exercise

Preparation for negotiation exercise

Review & debrief of exercise - Feedback & coaching for improved performance.

17:30

Summary & Close