



## The Key to Reaching your Goals – Effective Negotiating for the Modern Executive

### SUMMARY

Negotiation skills are in high demand today. As a lifelong competency, negotiation skills are applicable across a range of business and personal situations.

Negotiating success is a function of strategy; evaluated by what you got versus what you gave, what you were able to create, and the long-term effect of the agreement.

Designed for any manager, this workshop focuses on the language and techniques for participants to confidently negotiate to achieve the desired result - a win-win situation.

This workshop can be further customized, if required, to incorporate specific scenarios executives in your industry come across when negotiating.

### COURSE OBJECTIVES:-

The program is designed to ensure that participants can:-

- ➊ Learn about the key principles of negotiation;
- ➋ Develop an effective plan and strategy for any negotiation;
- ➌ Develop a common negotiating language with the other parties;
- ➍ State their position clearly and with conviction;

- Learn to become more persuasive;
- Use techniques to pull information from other parties;
- Identify non-verbal reactions within a negotiation; and
- Reach an satisfactory conclusion to a negotiation that is win-win for both parties.

## **METHODOLOGY**

The program combines the unique formula of language and key techniques. Learning methods include:

- Language and skills practice activities
- Discussion and brainstorming activities
- Lecture
- Meeting and conference call role-plays
- Case-study scenarios
- Peer and trainer critique and feedback

## **FACILITATOR**

Please contact your local Language Key office for details on the facilitator.

## **COURSE CONTENT:-**

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| <ul style="list-style-type: none"> <li>➤ The art of negotiation;</li> <li>➤ The negotiation process – A practical approach to negotiating;</li> <li>➤ Setting your goals, criteria and rationale;</li> <li>➤ Assessing the needs, fears, wants and concerns of both parties;</li> </ul> | <ul style="list-style-type: none"> <li>➤ Opening a negotiation – establishing rapport - introductions and kicking off;</li> <li>➤ Outlining your position;</li> <li>➤ Bargaining, trading and the use of conditionals;</li> <li>➤ Techniques for clarifying and questioning;</li> <li>➤ Explaining terms, agreeing and rejecting with reasoning;</li> </ul> |
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- Exploring possibilities - Suggesting, sounding out and asking for a reaction;
- Interruption strategies;
- Being diplomatic – creating room for manoeuvre;
- Avoiding unnecessary concessions and using concessions to your advantage;

- Pressuring and stating ultimatums;
- Reading and projecting non-verbal communication;
- Confirming, summarising and looking ahead; and
- Negotiating tactics – tips and tricks.

### **PROPOSED COURSE DURATION**

Two days (16 hours)

A maximum of 12 participants is recommended for this program.