



## **Negotiation Skills Training Outline**

Negotiating, bargaining and dealing, no matter how big or small the company, is crucial. representing your company to make your point, representing your department to get more funds, or part of a sales team negotiating with potential clients or goods or services with other businesses that could enhance or help your business's services, negotiation has many practical applications.

## **Course Overview**

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

### **At the end of this one-day workshop, participants will be able to:**

- Recognize the importance of negotiation.
- Develop key techniques and tactics to succeed in negotiation.
- Be able to deal with difficult issues in relation to negotiation.
- Be knowledgeable with the fundamentals of negotiation.
- Be an efficient negotiator.
- Be prepared for negotiation.

## **Understanding Negotiation**

During this session, the participants will be introduced to the three phases of negotiation and the significant skills needed for successful negotiation.

## **Getting Prepared**

In this session, participants will learn the purpose served by WATNA and BATNA. They will also be identifying their WAP and ZOPA.

## **Laying The Groundwork**

In this session, participants will learn the importance of setting the right time and place for negotiation and its processes. They will also be taught how to establish common ground and develop negotiation framework.

## **Phase One- Exchanging Information**

During this session, the participants will learn about the things that are fine to share and those are not during the negotiation.

## **Phase Two-Bargaining**

This session will teach the participants the right assumption when negotiating. They will also be introduced with the strategies that are best to try to break an impasse.

## **About Mutual Gain**

Participants, in this session, will be taught with the three ways to watch their choices. They will also be taught about mutual gain and the factors they should consider for the both sides to benefit their agreement.

## **Phase Three-Closing**

During this session, participants will be taught the things to consider when building an agreement.

## **Dealing with Difficult Issues**

In this session, participants will learn tactics to successfully deal with difficult issues.

### **Negotiating Outside the Boardroom**

This session will introduce the participants about the process for smaller negotiations. They will also be introduced with the different medium for negotiations.

### **Negotiation on Behalf of Someone Else**

In this session, participants will learn how to choose negotiating team and deal with tough questions.

### **Workshop Wrap-Up**

At the end of the workshop, students will have an opportunity to ask questions and fill out an action plan.

Visit <https://paramounttraining.com.au> for more information or call 1300 810 725