



**THE
ENTERPRISE
CENTRE**

Negotiating Skills

ENT1528

(2 Days)

Objectives

Everyday we find ourselves in the midst of negotiations: at work, with our family, in the store making purchases. If we study the cycle of negotiations, and understand our role in them, then we can begin to apply techniques that will make us more effective negotiators and reward us with better deals.

In this course we will learn to prepare for negotiations, move through NO to get to YES, know when to be assertive and when to be collaborative, deal with the different personality types at our negotiation table, develop strategies to handle negotiation break-downs, evaluate our negotiation process and become comfortable with our skills as a negotiator.

Process

Participants will be involved in a variety of learning activities, which will stimulate group discussion and provide them with hands on experiences working through different negotiation scenarios. They will practice the skill learned in the training, from setting the negotiation table to a full evaluation of the negotiation process at its conclusion. Group evaluations will provide participants with an opportunity to hone their skills and broaden their training experience.

Participants will be able to:

- negotiate effectively at work and in daily life scenarios
- identify and deal with different personalities and negotiation styles at the negotiation table
- properly utilize assertion or collaboration techniques to assist in negotiation
- research and prepare documentation to support their “position” in the negotiation
- select proper teams for the negotiation
- address negative tactics from the other party or using them yourself
- understand the benefits of win/win negotiations
- understand when and how to change your approach to the negotiation if you are not moving forward

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