

Advanced Negotiation and Critical Thinking Skills

Duration: 5 Days

Language: en

Course Code: MG2-107

Objective

Upon completion of this course, participants will be able to:

- Evaluate your own negotiation tactics and upskill employees where persuasion success is lacking.
- Familiarise with the analytical and strategic negotiation processes and benefits.
- Be confident in making informed decisions and following through with negotiation to achieve positive outcomes.
- Understand the psychology behind effective negotiation processes.
- Develop mutually beneficial ideas and use data for proof-of-concept presentations.
- Apply influencing skills to achieve positive results and develop objection-handling techniques to increase successful negotiations.
- Learn the importance of clear communication across cultures.

Audience

Advanced strategic negotiation skills are important in all levels of business. This course will benefit:

- Planning Managers
- Directors
- Senior Managers
- Team Managers
- Supervisors
- HR Personnel
- Administrators
- Change Managers

Training Methodology

This course allows you to practice negotiation skills using role-playing activities and group discussions to achieve positive outcomes.

You will be given the tools to create strategic processes using a range of adult learning styles and plan for expected outcomes. You will assess potential areas of concern, develop structured responses to potential problems, and address them in various negotiation formats to upskill in written and verbal negotiation techniques.

Summary

Negotiation skills are an essential aspect of any business. They help secure the most beneficial contracts, cut costs to more affordable levels to increase profitability and develop effective relationships with partners to grow and achieve future success.
Negotiation skills are an essential aspect of any business. They help secure the most beneficial contracts, cut costs to more affordable levels to increase profitability and develop effective relationships with partners to grow and achieve future success.
Understanding how to communicate on a strategic level, create effective change plans for implementation, and get the most out of a deal will help enhance your organisation’s ability to make successful changes and act on external market developments to increase your chances of victory.
It’s important that great negotiation skills are developed throughout your employee

population to enable successful connections internally between management levels and front-line staff and externally to push for mutually-beneficial B2B and B2C contracts and service structures.

Course Content & Outline

Section 1: The Importance of Skilled Negotiation

- The key factors involved in negotiation.
- Why is negotiation important to move forward?
- Where is internal negotiation required?
- Where is external negotiation required?
- BATNA – the possible agreement zone.

Section 2: Dispute Resolution

- Meeting challenges vs single-person interactions.
- Finding mutually acceptable solutions to problems.
- Objection handling and dealing with a hard ‘no.’
- The formal dispute process.
- Mediation processes.

Section 3: Taking on Board Feedback

- What does your client need from you?
- Acting on and dealing with rejection.
- Making decisions under pressure.
- Critical thinking and strategic problem-solving.
- Evaluating and revisiting offers.

Section 4: The Psychology Behind Effective Negotiation

- The importance of body language.
- Building and maintaining trust.
- Developing bonds and sharing benefits.
- Dealing with cross-culture negotiation.
- Influencing others.

- Displaying credibility.

Section 5: The Best Negotiation Strategies

- High-level conversations and staying on track.
- Leveraging your knowledge and skills.
- Creating exciting opening offers.
- Negotiation ethics – what not to do.
- Face-to-face negotiations.
- Telephony negotiations.
- Written negotiations.
- Sharing information and best practices.

Section 6: The Skills of a Good Negotiator

- The strengths and weaknesses of a good negotiator.
- How to combat your weaker areas.
- Pushing your strengths to sell your product.
- Creating a personal plan for the future.
- Removing blockages in communication.

Section 7: Contractual Agreements

- The purpose of contractual agreements.
- How to deal with contract breakages.
- Establishing a 'meet in the middle' contract.
- Reviewing terms and renewing contracts when required.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by the British Assessment Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993

standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

Consultation & Services, Management & Leadership, Sales & Marketing

Tags

Negotiation, Critical Thinking, feedback

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