

Course: **Effective Negotiations (Seminar)**

Contact Hours: **12 (2 days)**

Pre-requisite: **None**

Abstract

Human beings by nature will always have needs and wants. The failure or success in satisfying those desires is directly related to our ability to negotiate. The objective is to get what we want at a price that represents outstanding value or sometimes less than what we are willing to settle for. Poor negotiations will always end up in giving up something we value a lot and not getting the commensurate benefit, and destroying good relationships and trust with people.

Negotiation is a way of life. It takes place between individuals from trying to get a child to study to buying a parcel of land or a car or negotiation between individuals and a company for an employment contract, to negotiation between groups like an organization and the trade union for a new Collective Agreement, or an organization and a contractor in resolution of disputes and conflicts in major contracts.

It is about giving up something we value in exchange of something we want or need. The climax of negotiations is when we arrived at a mutually accepted agreement and be prepared to implement the conditions of that agreement. In the process, a “win win” situation is achieved and relationships are improved or maintained.

The process from identifying our needs and wants to achieving our goal is not simple and could be quite a complex task. With proper training, the uncertainty of outcomes of negotiation will significantly reduce. The purpose of this workshop is to enable participants to develop the skills necessary to negotiate effectively in their personal lives as well as resolving conflicts in the work place.

Target Audience

The course is designed for individuals who wish to improve their negotiation skills in acquiring their needs and wants as part of everyday life as well as technical staff involved in purchasing, marketing, contract administration, and general management.

Learning Outcomes

On completion of this workshop, learners will be able to understand:

- What negotiation is and explore how common they are, the negotiation's role in resolving conflict, and the core characteristics of all negotiations.
- The importance of preparation for your negotiation, criteria to distinguish need from want and to identify and prioritize the key features of what you need is and put a value on that need.
- Part of preparation is to assess the people you will be negotiating with, what you need to know about those people and where to find the information.
- The need for well a defined strategy and tactics of your negotiation an how these influence the way you negotiate and the options you face for both of these.
- That location, and position at the negotiation table and how you negotiate can influence the success of your negotiation.
- That effective communication is critical to success of any negotiation as it influences the outcome. The how, why, way and means of communicating effectively would be explored.
- That conflict lies at the heart of all negotiations and can lead to aggression. You will learn how to be assertive as another way of handling conflict, and being 'cool' will get you the results you are looking for.
- The importance of opening your negotiation, which will set the tone for all future discussions and how you make and react to proposals in your negotiation. Effective listening can add to your negotiation and the role of discussion and debate will be explored.
- What goes on in the bargaining process, the challenges and twist and turns and how to get successful outcomes and how effective negotiators behave in negotiations, and the 'do's' and 'don'ts' of effective negotiation.
- That an important step is how to move from bargaining to agreement and closure, and the difficulties you will face with and how to close your negotiation successfully
- That sometimes your negotiation might become deadlocked and you need to appreciate what to do when that happens and how to recover from a deadlock position.
- That finally having done the difficult task of arriving at an agreement, you should implement swiftly. Effective implementation requires a project management approach and we will learn what project management involves and how the principles can be used to execute the agreement.