



Business success through people

## **Negotiation Skills** **2 days**

### **Course overview**

Participants in this Masterclass will gain advanced negotiation skills, the opportunity to review their own portfolio of skills and various personal development strategies. Those attending need to be able to negotiate at all levels in a variety of situations, from labour negotiations, to manager/subordinate relationships, conflict resolution and client care. Experienced negotiators will hone practical negotiation skills for competitive edge.

### **Program**

- Negotiation process
- Preparation for negotiation
- Complex negotiation
- Power and tactics
- Team roles
- Overcoming conflict
- International/intercultural negotiation · Your communication style

### **You will learn**

Tools for principled negotiation and relationship building  
Ways to change your negotiation style for best results  
How to identify leverages  
Techniques to conclude win-win multiparty deals  
How to defend your position against difficult negotiators

### **Who will benefit**

- CEOs/MDs
- Financial managers
- Business unit managers
- Purchasing managers
- Regional/branch managers
- Sales managers
- Industrial relations managers
- Human resource managers

Role plays with personal feedback will equip you to use appropriate mechanisms in various situations to improve your negotiating outcomes.