

Duration 2 days

Course Description

The word 'negotiation' conjures up images of all night bargaining sessions in smoke filled rooms - a specialist activity best left to the professionals. In practice, negotiation takes place whenever two or more people get together to find a solution to conflicting interests. Negotiation is about trying to influence and persuade people and being assertive. This course takes a constructive and participative approach, stressing that negotiation should be seen as a situation requiring a solution, rather than a power struggle.

This course is designed for anyone in a managerial role who needs to influence others.

Aim

To provide delegates with an opportunity to consider what negotiation is, what skills are required and putting their skills into practice in a non-threatening environment.

Objectives

By the end of the course, delegates should be able to:

- Define negotiation and recognise negotiation situations
- Identify the key negotiating skills required and demonstrate the use of these skills through practical exercises
- Carry out a negotiating role

Subject Areas

- Definitions
- Negotiation styles
- Key skills
- Interactive behaviours
- Practical application of skills