

Duration 1 Day

TC1057

OVERVIEW

"Negotiation is a basic means of getting what you want from others."

"Negotiation is a back and forth communication over shared interests."

Effective negotiation skills are key to the effective performance of an individual in a business environment.



This highly practical and interactive workshop uses 'Principled Negotiation' as its foundation as opposed to 'Positional Bargaining'. Principled Negotiation provides a mechanism for reaching agreement using interests and needs and has at its core, a focus on returning an outcome that is beneficial to both or all parties.

WORKSHOP OBJECTIVE

To provide participants with the fundamental skills and tools for maximising their success in the negotiation process.

TARGET AUDIENCE

This workshop is designed for:

- Anybody for whom negotiating is an integral part of their job
- Project Managers who have not received formal training in Negotiation
- Individuals who are about to lead activity on a project

PREREQUISITES

There are no prerequisites for attending this workshop.

PRE-COURSE WORK

Participants will be required to identify and bring to the workshop, a recent, current or future negotiation situation to use during group and/ or individual exercises.

LEARNING OUTCOMES & FACILITATION

Successful completion of this workshop will enable participants to:

- Clearly understand the negotiation process and the significance of each of the phases
- Plan for negotiations and prepare negotiating partners adequately
- Communicate clearly and directly using an underlying 'Win-win' philosophy
- Identify and manage tactics, games and bullying strategies
- Bring negotiations to a successful conclusion

Facilitators of this workshop will use a case study delivery approach to provide participants with a 'hands-on', multi-faceted and challenging learning experience.

**7 PROFESSIONAL
DEVELOPMENT UNITS
(PDUs) AWARDED**



DELIVERY

PM-Partners is a Global PMI (Project Management Institute) Registered Education Provider.

Participants who have been awarded the Project Management Professional Certification (PMP®) by the Project Management Institute are eligible to earn 7 PDUs for their participation in this workshop.

All workshops may be conducted onsite or at our premises, with experienced facilitators providing group and/or individual instruction. Training is provided through hands-on learning, relevant exercises and the provision of a participant handbook containing training materials, tools, templates and checklists, ready for use on your next project.

Our participants are also entitled to complimentary telephone consultation/advice within 60 days of workshop completion.

ASSESSMENT/ASSIGNMENTS

Assessment of competence is established by observation of contribution and participation during case study exercises and group discussion.

Follow-up assignments are not part of this workshop offering, but may be estimated, designed and conducted upon request.

OPTIONS & CUSTOMISATION

Optional training modules can be added to this workshop:

- Additional day to cover more advanced aspects of negotiation and practical application exercises.

- Other options available upon request

This workshop can be cost effectively customised to your business environment using a project scenario from your workplace.

Workshop Content Summary

- What is Negotiation?
 - Positional Bargaining versus Principled Negotiation?
 - Types of Negotiation and their Characteristics
 - The Role of Emotional Intelligence in Negotiation

- A 3-Step Plan
 - The Preparation
 - Using the Negotiation Planner
 - The Design Plan
 - The Presentation

- Working With BATNAs
 - Knowing Your Best Alternative to a Negotiated Agreement

- Inventing Options for Mutual Gain
 - Stakeholder Mapping
 - Brainstorming
 - Using Objective Criteria

- Communication Skills for Negotiating
 - Active Listening
 - Assertiveness
 - Negotiating with Difficult People
 - Barriers and How to Overcome Them