



Negotiation Skills (full day)

Course Outline

This course is designed to give participants an understanding of the interpersonal skills, factors and processes that support and contribute to the development of effective negotiation strategies, resolution of issues and management of conflict in a variety of contexts and situations.

Content modules:

- Key steps and factors in the negotiation process
- Developing a negotiation plan
- Understanding interpersonal styles and techniques of influence including:
 - Assertiveness skills
 - Effective listening techniques
 - Nonverbal communication
 - Self awareness
 - Communicating feeling
 - Effective communication styles
- Exploring differences and reaching consensus
- How to deal with different situations & conflict including conflict management strategies & techniques
- Negotiating and managing conflict or difficult/contentious issues or situations
- Dealing with difficult people and people under stress
- Facilitation and workshop techniques and tools
- Achieving effective outcomes – what are

they and how to plan for them.

- Evaluating the outcomes of the negotiation process
- Understanding your audience – manage diverse perspectives, baggage and agendas
- Personal power & influencing skills
- Attitudes, values and perceptions

Learning outcomes:

- Understanding of the negotiation processes and strategies
- Understanding of negotiation planning
- Create reachable goals
- Recognise stakeholder dynamics and motivations
- Self-awareness of communication and interpersonal styles and their effectiveness
- Managing and influencing attitudes, values and perceptions in negotiations
- Dealing with difference & understanding how to ensure all parties are aware of the issues
- Build consensus and address resistance
- Demonstrate techniques for interacting with difficult people
- Employ physical and mental techniques for coping with stress

Learning styles:

- Lecture/seminar
- Large group participation
- Case studies
- Small group break-outs
- Role plays
- Self awareness audit

"[The presenter] was very knowledgeable and a good speaker."

"Well presented and thought provoking."