

Negotiation Skills

Briefing Document

1. Who the Brief is for

All individuals seeking information about the course. This brief outlines the training module "Negotiation Skills" and enables the reader to decide whether or not to participate in it.

2. Background to the Product

This course has been developed to help individuals to negotiate with other people or teams of people either inside or outside their own organisation.

3. Aim of the Product

To promote effective negotiation, to help when dealing with suppliers, customers, or other contacts and in dealing with people on a daily basis. The course is designed to highlight the benefits of negotiating for a "win/win", however it can be tailored to meet the individual needs of your business.

4. Objectives

At the end of the course participants will be able to:

- Recognise and use the Negotiating Phases*
- Identify long and short term results*
- Prepare for negotiation by using strategy and considering the power and needs of both sides*
- Recognise and counter various tactics*
- Use listening skills; use questioning techniques*
- Identify effective styles for persuasion and negotiation*
- Identify their own preferred style in negotiating and the values in each of the other styles*

At the end of the course, participants will have:

- Practised the skills learned in these situations*
- Given and received constructive feedback on the use of skills*
- Planned how to apply the skills in their workplace*

5. Target Audience

Anyone who would benefit from this training; management and staff.

6. Prerequisites

There are no prerequisites to this course, however individuals will find it beneficial to have attended "Assertiveness Skills".

7. Content and Outline Timetable

- ◆ *Introduction*
- ◆ *The Principles of Negotiation*
- ◆ *Negotiation Styles Profile*
- ◆ *The Negotiation Process*
- ◆ *Negotiation Phases*
- ◆ *Strategy, Tactics, and Power*
- ◆ *The Whole Process*
- ◆ *The People Side of Negotiations*
- ◆ *Skill Practice*
- ◆ *Action Planning*
- ◆ *Close*

8. Method of Delivery and Training

The course is tutor led, with the opportunity for individuals to practice the skills being learned and developed by using real situations.

The maximum number of delegates per course is 12.

9. Related Training

None

10. Participants' roles and responsibilities

- *To have discussed the objectives of them attending with their line manager*
- *To attend and be punctual*
- *To participate as fully as they are able*

11. Line Managers' roles and responsibilities

- *Brief the individual participants and help them to decide on their objectives for attending the course*
- *To support the participant to allow for full attendance*
- *To discuss the participant's action plan on their return to work and enable this to happen*

12. Tutor's roles and responsibilities

- *To be fully prepared and able to act as a role model for the course*
- *To be sensitive to the needs of the group and each individual*
- *To be able to support individuals throughout the event*
- *To maximise the learning environment*
- *To be punctual and timely*

13. Charges

Charges will depend on:

- ◆ *The length of the course*
- ◆ *The amount of tailoring required*
- ◆ *Any specific requirements*
- ◆ *Venue*

14. Further information

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