

Negotiation Skills for Beginners

Unsuccessful negotiations can be very costly to organisations in terms of customers, employee relations, productivity and, therefore, money. This course focuses on negotiation as a mutual process which aims to achieve a winning outcome. It covers the concepts and skills of negotiating and influencing for a satisfactory result.

By the end of the course delegates will be able to:

- understand the philosophy, strategies and phases of negotiation
- compile information and knowledge, and plan comprehensively for negotiation
- understand and control the psychological aspects of negotiation and the exchange of information
- understand and apply the principles of concession, compromise and mutual benefit
- bargain, build agreement and conclude negotiations

The course includes:

- defining negotiation and its strategies and techniques through the use of tutorials and discussions
- role playing and case studies to allow delegates to practise the skills of information exchange, bargaining, concession and agreement building

This course is suitable for anyone involved in negotiating internally with bosses or subordinates, or externally with suppliers or customers.

Duration: 2 days



The Island Partnership

Trinity Road, Sheerness, Kent, ME12 2PF. Tel: 01795 596700