

## Essential Negotiation Skills

### Overview

Whether aiming to strike a commercial deal or mediating a contentious situation within an organisation, skilfully reaching satisfactory agreement is a vital element of professional competency. Negotiations in finance and professional sectors nowadays typically involve many parties, requiring decisions concerning many complex issues and implications. Available in both English and Japanese, this course enables participants to understand the principles, tools and techniques of good negotiation and create win/win solutions in their business dealings.

### Benefits to you and your organisation:

On completion of the course delegate will be able to:

- ✓ be more confident in negotiations
- ✓ strike better deals for their organisation, department and themselves
- ✓ strive for positive, win-win agreements, thereby fostering productive working relationships
- ✓ gain the best outcomes from their interpersonal interactions
- ✓ develop a full range of personal, interpersonal and analytical skills which they can transfer to areas other than negotiations

### Course content includes:

- Introduction to Negotiation?
- Key Skills in Negotiation
- Negotiation Process: a 4-phase Model
- Preparation for Negotiation
- Seeing the Other Side
- Questioning and Listening
- Negotiating a Range of Variables
- Behaviours in Negotiation
- Power in Negotiation
- Influencing Strategies
- Developing Trust
- Offers and Counter-offers
- Moving to Agreement
- Collaboration v Competition

### Duration

2 days

### Who should attend

Individuals who are new in their role as negotiators or have had little or no formal training in negotiating and who wish to develop their knowledge and skills by following a more structured approach.