

Negotiation Skills

Based on SAQA's Unit Standard 13948, NQF Level 4, 5 Credits | 4 OPISA CPD Points

Introduction

Learn how to use your negotiation skills to facilitate decisions and agreements that achieve results for all parties involved.

This highly interactive and 'hands-on' course provides you with the opportunity to examine your existing skills in a low risk environment. You will learn how to improve your negotiation skills to enable and facilitate decisions that achieve win-win outcomes.

Course Objectives

By the end of this course you will be able to:

- Understand the key skills and processes necessary for successful negotiations
- Identify, develop and deploy the interpersonal skills crucial to negotiating proactively
- Work to develop a style of negotiation that is sincere and effective
- Confidently put new skills into practice
- Understand the value of planning and preparation to achieve win-win results

Course Outline

Core Skills and the Negotiation Process

- Understanding your current negotiation style
- Working with the negotiation process
- Foundation negotiation skills

The Interpersonal Skills of Negotiation

- Questioning and listening – picking up information and acting on it
- Using silence as a powerful negotiation tool
- Being aware of your own and others' body language

The Essential Steps of the Negotiation Process

- Planning and preparation – best alternatives to succeed
- Opening, proposing and negotiating for a win-win result
- Reaching agreement and reviewing

Negotiation for Different Situations

- Clarifying the real problem and managing the issues
- Individual versus team negotiation and multi-part negotiations
- Securing win-win results

Personal Action Plan

- A checklist to develop successful negotiation skills to achieve win-win results