

Negotiation Skills – ONLINE

Level: Intermediate

Description

Every day we negotiate. Be it with family, work colleagues, suppliers or with clients. Yet in many cases we are often unprepared, don't get the outcome we are after, or just simply say yes to everything and give away pretty much all we have. But it doesn't have to be that way.

This course teaches the basics of negotiation and shows how to get the best outcome for all parties involved. The course specifically looks at:

- common negotiations that you are involved in every day
- the negotiation process and why planning is critical
- the need to be ethical in a negotiation in order to maintain trust
- the key principles you must apply in every negotiation
- how to plan for a tough negotiation
- different negotiation tactics and how to use and counter them
- wrapping up the negotiation and documenting the agreement

Who should attend

This course is designed for procurement officers, contract managers, project managers and team leaders who are involved in negotiation on a regular basis

Learning Outcomes

On completion of the course participants will be able to:

- Understand the types of negotiation
- Describe the negotiation process
- Identify principles and ethics in negotiations
- Plan a negotiation
- Describe some tactics used in negotiations
- Describe how to wrap up a negotiation

Program Content

8 videos – 6 texts – 4 hours of learning.

- Overview
- Module 1 : Common negotiations
- Module 2 : Negotiation Process
- Module 3 : Principles and Ethics
- Module 4 : Negotiation Planning
- Module 5 : Negotiation Tactics
- Module 6 : Wrapping it up
- Summary