

NEGOTIATION SKILLS

OVERVIEW

Like it or not, you are a negotiator. You discuss a raise with your boss – negotiation! You try to agree with a stranger about the price of a house – negotiation! Two lawyers try to resolve a dispute about damages arising from a car accident – negotiation! The US Secretary of State sits down with the protagonists in the Middle East to try to bring a peaceful settlement to the area – negotiation!

Everyone negotiates with someone else every day. They negotiate even when they don't think that they're doing so. A person negotiates with his or her spouse about where to go for dinner and with his or her child about when to turn the lights out. Negotiation is a means of getting what you want from others. It is a back-and-forth communication designed to reach a conclusion when you and the other side have some interests that are shared and others that are opposed.

Although we negotiate every day, most people do not find it easy to do well. Every negotiation is different, and the subjects and the people on the other side change. But the basic elements in negotiating are constant, and there are techniques and approaches which can be learned and used by everyone.

This "Negotiation Skills" program is specifically designed to help participants understand and use the concepts and techniques associated with effective negotiating.

AIM

The aim of the program is to equip participants with a knowledge of the fundamental principles and pragmatic techniques of negotiating and to enable them to use these skills in their own workplace.

LEARNING OUTCOMES

At the end of the program, participants will:

- Understand the dynamics of negotiation processes.

- Have gained new or improved skills in practical negotiation.
- Feel confident in applying these skills in future actual negotiating situations.

PROGRAM CONTENT

The program is structured around the following elements:

- a. The theoretical framework of negotiation; conflict; the concept of bargaining power.
- b. Bargaining rules and conventions.
- c. The content of negotiation; who, where, when, why and how?
- d. Negotiation strategies and tactics; dealing with more powerful adversaries; defences against dirty tricks.

Every effort is made to tailor the precise program content to reflect the major needs and interests of individual participants and their organisations.

The program uses a blend of classroom sessions, interactive group work and experiential learning activities.

EVALUATION

Participants themselves are always invited to provide their responses to the program which provides an indication of participant "comfort level". However, over time the only real determinant of program success is the extent to which the program may be seen to have impacted upon participant performance.

Our approach is to provide the participant, or a nominated manager or supervisor, with an evaluation instrument for completion several weeks after conclusion of the program. This is essentially an in-house tool for use by the client.

However, we encourage organisations to return a copy of the instrument for use in the future review, development and general improvement of the program.

DURATION

The program is designed to cover two full days of eight hours each. However, many variations have been developed to meet the needs of particular organisations, ranging from three hours to four days residential training