

## professional development portfolio

# Advanced Negotiation

The ability to negotiate effectively in any situation is a skill that can be learnt like any other. **Advanced Negotiation** enables learners to hone and improve their negotiation techniques and strategies. Learners will be able to plan for complex negotiations, ensuring that the outcome of any negotiation undertaken is successful, and they will learn how to handle difficult situations as they arise.

The course covers the process of negotiation, the trading of constants and variables in order to achieve a successful outcome, the balance of power and persuasion and rapport building techniques. The course will give more experienced negotiators the opportunity to refresh their skills, while also providing an overview for those looking to improve their negotiation skills for the first time.

**Advanced Negotiation** enables the learner to:

- Use NLP to build rapport
- Trade concessions effectively
- Reach an acceptable conclusion for both parties by using constants and variables
- Handle difficult situations and difficult people
- Understand and avoid some of the common traps in negotiations
- Learn when not to negotiate and when to say NO!



### Learning outcomes

#### The principles of negotiation

- What is the aim of negotiation?
- How do people negotiate?
- What makes someone a good negotiator?
- Why is preparation so important?

#### Negotiation dynamics

- What are negotiation dynamics?
- What is my negotiation style?
- What is NLP and how can it help me build rapport?
- How can I make the power balance work for me?
- How do I persuade people effectively?

#### Preparing for complex negotiation

- When should I negotiate?
- How can I use constants and variables to prepare?
- How can I use a “range of outcomes” to plan a win win outcome?
- What common traps should I be aware of?

#### Trading concessions

- Why is trading concessions so important?
- How do I trade concessions effectively?
- What do I do if they won't give way on anything?
- What tactics should I recognise?

#### Getting out of deadlock!

- What difficult issues might I face?
- How do I deal with objections?
- How do I deal with an aggressive negotiator who refuses to budge?
- How do I resolve conflict?
- How do I create a positive atmosphere for agreement?

#### Target audience

This course is suitable for experienced professionals looking to improve and refresh their skills in negotiation.

#### Duration: 3 hours

#### Additional services

**Tailoring:** ensure this course is relevant and engaging by tailoring it to the needs of your professional community or company.

**Blended learning:** ½ day workshops available.

**See also:** *Negotiation Skills – The Principles, Effective Communication, Managing Workload, Managing Relationships, Networking Skills, Managing Your Behaviour at Work, Project Management, Problem Solving.*