



SS084: Win-Win Negotiation Skills

Training Description:

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.

If you are new to negotiation and are looking to develop your skills and your self-confidence, particularly on a one-to-one basis, for commercial negotiations with customers, suppliers and colleagues both inside and outside your organisation then this course is for you.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Recognize the soft, hard and principled styles in negotiating
- ✓ Plan and conduct (individually and within a team) several negotiations.
- ✓ Use the 10-point planning format that will allow reaching a win-win outcome
- ✓ Appreciate and apply (if need be) different negotiating tactics
- ✓ Identify, through several self-assessment tests, their preferred negotiating style and how it affects the negotiating outcome
- ✓ Discover their own approach to resolving conflict and building trust

Training Designed for:

All those involved in business, managerial and other kinds of negotiations.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

FIVE DAYS:

- ❖ Introduction
- ❖ Negotiating Styles
 - Soft and Hard Styles
 - Principled Negotiation (The Harvard Model)
 - Negotiation Style Profile: Administration and Determination of Own Style
 - Characteristics of an Effective Negotiator
 - DISC - Self Assessment Questionnaire: Administration and Scoring
 - Role-Play with Observers Comments Using DISC Profile

- ❖ **The Three Secrets to Successful Negotiation**
 - Planning
 - Trading Concessions
 - Communication
- ❖ **Negotiation and Bargaining**
 - When to Negotiate
 - Some Negotiating Principles
 - 13 Negotiation Mistakes
 - Practical Tips on Avoiding the Mistakes
- ❖ **Planning: The Key to Win-Win Negotiation**
 - The Ten Point Planning Form
 - Checklist for Planning a Negotiation
 - Behavioral Bases of Power
- ❖ **Trading Concessions**
 - Thirteen Basic Tactics
 - Identifying and Deflecting Tactics
- ❖ **Trust-Building**
 - Ranking and Discussing the 10 Behaviors in Negotiation
- ❖ **Preparing and Conducting Individual and Team Negotiations**
 - Practical Role Plays
- ❖ **Course Conclusion**
- ❖ **Post-Assessment and Evaluation**

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

Aisha Relativo - Training & Career Development Manager

aisha@cmc-me.com / training@cmc-me.com

Tel.: +971 2 665 3945 or +971 2 643 6653 | Mob.: +971 52 2954615