



TM025: Effective Negotiation Skills

Training Description:

All successful organisations and businesses require people who can negotiate well. The art of effective negotiation forms the foundational basis for expansion of a business as well as consolidation of its position.

Effective Negotiation Skills is thus aimed at allowing the participants to effectively resolve issues and implement solutions through the understanding of how people make decisions as well as the enhancement of their ability to gain distinct advantages during the negotiation process.

Incorporating Neuro-Linguistic Programming principles and techniques, the participants will definitely find this intensive and dynamic course a refreshing and empowering experience.

Training Objectives:

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

- ✓ Use of a proven framework to manage negotiation events
- ✓ Apply techniques to uncover needs versus wants and interests versus positions
- ✓ Apply specific influencing skills to move the negotiation towards a win-win direction
- ✓ Establish a Best Alternative to a Negotiated Agreement (BATNA)
- ✓ Practice and integrate skills to arrive at a win-win outcome
- ✓ Effectively structure the negotiation process for individual and team
- ✓ Display dynamic negotiation and psychology for win-win outcome
- ✓ Create an image persona in presenting offers
- ✓ Use various elicitation techniques to derive alternative and solutions
- ✓ Design the action steps to fit to negotiation strategies and purposes
- ✓ Possess greater confidence towards effective communication
- ✓ Apply negotiation skills to their social and professional situations
- ✓ Utilise various NLP techniques throughout the training

Training Designed for:

This course is designed for all corporate professionals and individuals who need to negotiate with business associates, vendors, customers and colleagues in any setting.

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:

DAY ONE:

- ❖ The Mind-Set, Behavioural Traits and Skills-Set of an Effective Negotiator
- ❖ Knowing and Understanding Your Negotiation Abilities and Qualities
- ❖ Negotiation Process Versus Content



- ❖ Preparatory Tactics Management

DAY TWO:

- ❖ Timing and Setting
- ❖ Diagnose Explicit and Hidden Needs Versus Wants: At Organisational and Individual Level
- ❖ Control the Time, Place, Person Negotiation Climate
- ❖ Questions and Statements to Reinforce Common Ground, Needs and Interest

DAY THREE:

- ❖ How to Communicate in Negotiation?
- ❖ Body Language During Negotiation for Greater Advantage
- ❖ Listening Skills to Improve on Negotiated Results
- ❖ Managing Critical Questioning and Answering Techniques

DAY FOUR:

- ❖ Internal Team Control Signals for Team Negotiation
- ❖ Understanding What is BATNA
- ❖ How to Apply Opening Tactics in a Negotiation
- ❖ How to Choose from The General Tactics to Move Your Negotiation Toward a Desired Direction

DAY FIVE:

- ❖ How to Apply Counter Tactics in Different Settings
- ❖ Steps for Concession-Making and Gaining
- ❖ Positive Signals to Close the Negotiation
- ❖ How to Handle Difficult Negotiators
- ❖ Course Conclusion
- ❖ POST-TEST 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 Certificate(s):

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

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 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