

Negotiating Skills

1 day
Course

'Together everyone achieves more'

Business Scenario The fact is, when it comes to negotiation everyone wants to win. The fact is that with the right preparation, skills and strategy you can. This course shows how a firm, structured approach to negotiations yields more 'win-win' outcomes.

Who will Benefit? Everyone negotiates in a situation at some point in their working day. Whether you are working on a bid, managing service providers or interacting with service users, understanding how to structure a negotiation or agreement can be invaluable. By working through simple guides for how to influence and manage a negotiation, delegates will boost their confidence and control when interacting with suppliers, clients or colleagues.

Course Objectives By the end of this course you will be able to:

- Recognise and apply the skills and strategies of successful negotiations
- Work with the '5 stage approach'
- Structure and present persuasive negotiations
- Choose the right tactics for the right situation
- Identify your own influencing style and know how to use it effectively
- Use proven techniques to close effectively

Course Content

Planning & Preparation

- Understanding the principles of success
- Knowing the skills you need
- others within your team
- Working with different types of negotiation in a health environment
- Defining clear objectives, clarifying objectives and starting position
- Assessing the other party's strengths and weaknesses

Influencing the negotiation

- Timing and phrasing your objectives effectively
- Choosing the right response
- Using Tactics and Counter Tactics
- Reading and using body Language

Negotiation Tactics

- How to get the best from discussions
- Keeping the advantage
- Overcoming last minute hitches

Course Features You will be given opportunities to try out ideas and skills in situations that can prove essential to you as a successful negotiator. By practising the key stages of the negotiation process, you will identify the defining moments where choosing the right strategy can make all the difference.