

Syllabus

COURSE SPECIFICATIONS

DURATION

Training is given in one day (6 hours)

(The content and the duration of this session can be adapted for a personalized on-site training.)

TARGET AUDIENCE

Anyone required to negotiate with internal or external clients in order to close mutual agreements.

DELIVERY METHOD :

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities

Follow-up available (Optional)

CERTIFICATION

Training Certificate

ACCREDITED BY EMPLOI-QUÉBEC

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Corporate Training

"Group Effectiveness" Series

Successful Negotiation Skills

DESCRIPTION

The Conflict Management course is designed for people required to work as a team and people who wish to acquire this skill in order to achieve their goals through partnership. Participants will learn how to remain calm, pay attention and be firm when facing aggressive behaviour; analyze conflicts and their causes, and use negotiation strategies, and; act consistently to achieve a common goal that will allow efficient interventions toward solving personal conflicts.

OBJECTIVES

Allowing the participant to:

- Understand the dynamics of negotiation
- Maintain communication channels
- Use appropriate techniques and tools to reach an agreement
- Know the various types of negotiators
- Communicate efficiently during negotiation

COURSE CONTENT

"Win-Win" Negotiation

- Clearly acknowledging the stakes of a negotiation and the needs of both parties
- Communicating needs, requests and offers
- Presenting clear arguments, intervening at the right time and in the right manner
- Maintaining communication channels open despite diverging opinions
- Setting flexibilities and possible concessions in a negotiation.

The Negotiator

- Knowing your own negotiation style
- Understanding the various styles of negotiators
- Adapting your style

The Negotiation Process

- Evaluating the stakes of the negotiation
- Developing one or more strategies
- Initiating the negotiation
- Developing your argumentation
- Staying focused on the results to achieve
- Taking the other party up on their opening opportunities
- Phrasing offers

Closing an Agreement

- Summarize the terms of the agreement
- Reaching a satisfying agreement