

Rightrack ... a little bit of magic

Negotiation Skills
a 2 day programme



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Introduction

This 2 day programme works through a process to prepare for and participate in a negotiation and provides delegates with a pro-forma that can be used in almost every negotiation situation.

Outline

Planning and Preparation

- Setting negotiation strategies (win-win or win – lose)
- Considering objectives
- Examining power - bases
- Planning to address the balance of power
- Planning for stalemate
- Identifying tradeables and levels of concession
- Setting negotiation limits
- Selecting an appropriate environment

Communications and Behaviour

- Understanding different behaviours and their impact on negotiations
- Adopting an assertive approach
- The principles of transactional analysis
- Giving information to aid the negotiation process
- Presenting persuasive arguments
- The role of reflective listening

The Negotiation

- Opening the negotiation
- Working to gain and retain power
- Handling different behaviours and tactics
- Identifying and understanding the influencers
- Securing agreement
- Summarising and concluding
- Maintaining a positive mind set – Trigger-Filter-State

Maintaining the Relationship

- Recognising stakeholder roles
- Developing a relationship strategy for key stakeholders
- Managing information efficiently



Programme Options

This is an in-company programme with the following options:

Available Packages:	<p>Ready-to-Go - An 'off-the-shelf' training programme delivered by one of our training specialists at a location of your choice</p> <p>Customised - We tailor our ready-to-go programme to meet your needs, including your case studies, your examples and your company specific information. Company branded programmes also available</p> <p>Bespoke - We research, design and deliver the programme specifically for your needs</p>
Duration:	2 days
Materials:	Folder, workbook, handouts, pen and certificate of attendance
Support:	<p>Research - Pre-programme research visit or telephone discussion</p> <p>Administration - Printing and packaging of delegate materials and liaison with your chosen venue for programme arrangements. Additional administration options available</p> <p>Evaluation - Post-programme evaluation and a consultant's report providing feedback on the programme</p> <p>Rightrack Membership - Lifetime on-line post-programme support via our dedicated delegate website and access to the training consultant who will answer any questions relating to the programme</p>
Dates & Location:	To suit you
Delegates:	Up to 12 people
Style:	Rightrack programmes are energetic, exciting and highly participative, which create an impact and motivate participants to learn and embrace change
Learning Methods:	We utilise a blend of learning methods: practice sessions, group workshops, scenario-driven learning, assignments, self managed learning, shared group learning, accelerated learning and structured group learning

