

NEGOTIATION SKILLS TRAINING



AIM

Often managers are made responsible for departments, having to manage people and negotiate with both team members and those outside the team. They often don't have the skills, knowledge or techniques to carry out this activity effectively, resulting in sub-optimal results for all concerned.

This programme is geared to those looking to develop techniques in negotiating whether a novice or experienced hand in negotiation.

OBJECTIVES

After completing the Negotiation Skills course, you will be able to:

- use BATNA to secure your negotiating position
- assess the other party's position within the negotiation
- use communication skills to negotiate more effectively
- deal with offers and counter-offers
- deal with lies, deception and blind spots more effectively

TOPICS COVERED

- Listening & Questioning
- Creating value in negotiation
- Making and responding to first offers
- Applying the values of integrity and trust when negotiating
- Developing win-win strategies
- Avoiding bias in negotiation

INFORMATION

We provide all delegates with:

- Workbooks
- Website Access to:
 - All course material
 - Additional Learning
 - Slide Decks
 - Templates

Additional coaching and support via our 24/7 support line

RESULTS, BENEFITS & FEEDBACK

"Robin's training is structured, yet flexible and he is willing to adapt his style and content to meet business needs. Having been a delegate on the Leadership programme, I have been thoroughly impressed by Robin's style of teaching and his extensive knowledge of business."

Cristina P, Mental Health Industry

"Robin is extremely likeable, fun and most importantly gets results. I would highly recommend him as a trainer and a coach."

Claire G, Interior Design & Lighting Company

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TRAINER

Robin has been developing and facilitating leadership and management development for over twenty years. His breadth of experience with clients in all sectors gives him an excellent background for developing innovative, powerful and effective training. He specialises in client-centred solutions that achieve practical results. A captivating speaker and trainer, his interpersonal and natural communication skills induce a relaxed and productive atmosphere in his programmes.

LEARNING METHODS

Various techniques are used including, but not limited to:

- accelerated learning techniques
- large and small group discussions
- case studies
- tutor input
- real world negotiation stories and discussions

OTHER INFORMATION

Delegates require no previous training to attend the programme although it is of greater benefit if they are in a managerial / leadership role and can bring practical challenges to the session for discussion.

This programme can be linked to the Institute of Leadership and Management Qualifications at Level 3 to allow the delegate to receive a Certificate at unit level or as part of an Award, Certificate or Diploma at additional cost.

LOGISTICS

Programme timings can be agreed to suit your needs, most clients work with 9.30 through 4.30.

COSTS / INVOICING

The programme cost is £700 + VAT (at the prevailing rate).

Invoicing is 30 days nett

HOW DO I BOOK ?

Simply send an e-mail to Dan (dan@rcla.co.uk) listing your preferred dates.

We will make contact with you to confirm availability and to organise the logistics.

At this point we ask you to send either a Purchase Order or confirmation e-mail to secure your booking. Please note that until we receive this e-mail your chosen dates may still be at risk.

We will invoice you immediately after the event, unless agreed otherwise.