

CDU delivering AIM Professional Short Courses

Negotiation Skills

This two day program identifies and focuses on the skills required for achieving positive results through negotiation. It equips participants with the tools, techniques and concepts that are required to manage negotiations successfully. Participants have the opportunity to develop and practice their negotiation skills throughout the program.

Designed for

Designed for anyone whose role requires negotiation with others:

- Managers, team leaders and supervisors
- Sales and account managers
- Senior customer service representatives
- Project or change managers

Learning Outcomes

- Develop a comprehensive negotiation planning process
- Manage the negotiation process
- Analyse negotiation tactics
- Select and use the negotiation tactic appropriate to the situation
- Practice negotiation techniques to develop and refine their skills
- Evaluate and improve the negotiation process

Course Content

- Negotiation styles
- Finding the right negotiation style
- Negotiating by position
- The five negotiation phases
- The preparation phase
- The opening phase
- The exploring interests and options phase
- The closing phase
- The implementation and possible review phase.

Course Duration: 2 days