CDU Short Courses

Negotiation Skills

A 2 day course developed by the Australian Institute of Management and facilitated by Charles Darwin University.

COURSE INFORMATION
This course 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.

LEARNING OUTCOMES
Participants who complete this course should be able to:
• Negotiation styles
• Finding the right negotiation style
• Negotiating by position
• The five negotiation phases of preparation, opening, exploring interests and options, closing and implementation and possible review

COURSE CONTENT
This course covers the following areas:
• Develop a comprehensive negotiation planning process
• Manage the negotiation process
• Analyse negotiation tactics
• Select and use the negotiation tactic appropriate to the situation
• Practise negotiation techniques to develop and refine your skills
• Evaluate and improve the negotiation process

FOR MORE INFORMATION CONTACT
T. 08 8946 6065
E. shortcourses@cdu.edu.au
W. www.cdu.edu.au/shortcourses