

OUTLINE PROGRAMME

Negotiating Skills

- 1 Defining Negotiation**
 - a. Understanding the principles
 - b. Recognising the skills
- 2 Principles of Exchange**
 - a. Preparation
 - b. Proposal
 - c. Bargaining
 - d. Closing
- 3 Flexibility**
- 4 Identifying Objectives**
 - a. Why?
 - b. What?
 - c. When?
 - d. Where?
- 5 Priorities**
- 6 Preparing Yourself**
 - a. Being informed
 - b. Identifying problem areas
 - c. Identifying your own strengths and weaknesses
- 7 Assessing the "Opposition"**
- 8 Learning from Experience**
- 9 Finding Common Ground**
- 10 Negotiating with More than One Group**
 - a. Cultural differences
 - b. Language differences
- 11 Choosing a Strategy**
 - a. Objectives
 - b. Understanding team roles
- 12 Using an Agenda**
- 13 Creating the Right Atmosphere**
- 14 Judging the Mood**
 - a. Body and voice language
 - b. Listening
 - c. Being prepared for 'Everything'!
- 15 Making a Proposal**
 - a. Making it clear
 - b. Timing
 - c. Phrasing
 - d. Keeping options open
- 16 Responding to a Proposal**
 - a. Clarification
 - b. Stalling for time
 - c. Proposing alternatives
- 17 Dealing with Problems**
- 18 Closing**
- 19 Implementation**



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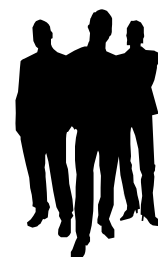
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