

ADVANCED NEGOTIATION SKILLS

Unit Standard	13948
NQF	Level 4
Credits	5
Duration	1 Day
Organisational Development Area	Senior Managers and Managers

SYNOPSIS

Negotiation skills are vital to business success and are an important part of most managers' lives. Like any other skill, the ability to negotiate effectively is determined by a combination of natural ability, experience and formal training. Most managers and senior managers have never received formal training to enhance and improve this skill.

We are required to negotiate daily with staff members, clients and in our personal capacity and with the proper skills we can achieve win-win results with all negotiations.

This one-day course provides managers and senior managers with the skills and know-how to deal with various types of negotiation situations effectively using the most up to date techniques.

COURSE OUTLINE

- Define negotiation;
- Bargaining strategies:
 - Distributive bargaining;
 - Integrative bargaining.
- The negotiation process:
 - Preparation and planning;
 - Definition of ground rules;
 - Clarification and justification;
 - Bargaining and problem solving;
 - Closure and implementation.
- Individual differences in negotiation effectiveness:
 - Individual differences and the impact of negotiations;
 - Personality traits in negotiations;
 - Mood and emotions in negotiations;
 - Gender differences in negotiations.
- Third-party negotiations.

COURSE OUTCOMES

Upon successful completion of this course learners will have the ability to:

- Recognise what the term negotiation is defined as;
- Understand and use bargaining strategies during negotiations;
- Understand the negotiation process;
- Understand how individual differences play a role in the effectiveness of negotiations;
- Define and understand the role of third-parties in negotiations.