

## NEGOTIATION AND AGREEMENT SKILLS

<b>Unit Standard</b>	<b>13948</b>
<b>NQF</b>	<b>Level 4</b>
<b>Credits</b>	<b>5</b>
<b>Duration</b>	<b>2 Days</b>
<b>Organisational Development Area</b>	<b>Team leaders, supervisors and all levels of management, debt collectors, credit analysers, project managers</b>

### SYNOPSIS

People who can master the art of negotiation find they can save time, save money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in the workplace.

Negotiating is a fundamental fact of life at any level. This two-day workshop will help you give participants confidence when negotiating with both internal and external clients. This interactive workshop also includes techniques to promote effective communications and to turn face-to-face confrontation into side-by-side problem solving.

### COURSE OUTLINE

- What is Negotiation?
- The Successful Negotiator;
- Preparing for Negotiation;
- The Nuts and Bolts of negotiation skills preparation;
- Making the Right Impression;
- Getting off to a Good Start;
- Exchanging Information;
- The Bargaining Stage;
- Inventing Options for Mutual Gain;
- Getting Past No and Getting to Yes;
- Dealing with Negative Emotions;
- Moving from Bargaining to Closing;
- The Closing Stage.

### COURSE OUTCOMES

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

- Understand the benefits of good negotiation skills;
- Understand and practice the importance of preparing for the negotiation process, regardless of the circumstances;
- Learn about the various negotiation styles and their advantages and disadvantages;
- Understand and practice strategies for dealing with tough or unfair tactics;
- Learn how to develop alternatives and recognise options;
- Understand the basic negotiation principles, including BATNA, WATNA, WAP, and the ZOPA.