

## Negotiation Skills

**1 Day course**

Module 1: Defining the fundamental concepts

Module 2: Characteristics of effective negotiators and key skills for success

Module 3: Identifying and defining your negotiating style

- Competing
- Collaborating
- Compromising
- Accommodating
- Avoiding

Module 4: Types of Negotiation

- Integrative/Distributive
- Inductive/Deductive/Mixed
- Soft/Hard/Principled
- Alternative Dispute Resolution
- Non-Negotiable Positions/Options

Module 5: Step 1 of the negotiation process: Preparation

- Establish rules that lead to effective negotiation
- Effectively prepare the research that is required to negotiate
- Set limits
- WAP
- BATNA
- ZOPA

Module 6: Step 2 of the negotiation process: Exchanging information

- What information is held in common to both negotiating parties?
- What information you will disclose?
- What information you would prefer the other negotiating party to disclose?

Module 7: Step 3 of the negotiation process: Bargaining

- Maintain composure when things get heated
- Collaborate and foster cooperation
- Remain focused
- Keep an open mind
- Decide what kind of relationship we wish to foster
- Use additional resources and expertise

Module 8: Step 4 of the negotiation process: Commitment and Closing

- Developing a sustainable agreement
- Incorporate everyone's perspective
- Gain consensus

Module 9: Managing and balancing key negotiation concepts

- Conflict
- Persuasion

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### Module 10: Integrated role play activity

#### Purpose of the course:

This course effectively blends the theory and practice of negotiation with practical application tools and techniques.

#### On completion of the course delegates will be able to:

Effectively negotiate win-win agreements within their respective workplaces.

#### The course will be useful for:

- Managers
- Supervisors
- Trade union representatives ("Shop Stewards")
- Business owners
- HR officers
- Any person tasked with negotiation

For further information contact:

(012) 661 3208 / (012) 661 1411  
or  
psenekal@labourguide.co.za / hanlie@labourguide.co.za