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# Negotiation Skills

## An invaluable skill in any working environment

### Abstract

Learn the skills of negotiation to apply in your daily interactions. This course takes you on a guided tour through common negotiation situations to make you aware of the principles, strategies and tactics use by people to achieve their goals in private and public organizations. You will engage in focused sessions communicated in plain English using case studies that illustrate the principles, strategies and tactics

### Who should attend

Project managers, Team Leaders and Business Analysts who wish to improve their negotiation and influencing skills

### Syllabus

#### The Time-Honoured Principles

- Due process and care
- Rules of engagement
- Direct communication
- Common interests
- Focus on the future

#### Competitive and Collaborative Strategies

- Win/Win Strategy
- Active Listening
- Leaving something on the table for others
- Answering Questions
- Taking more than you give

#### Tactics

- Finding out what they want
- Don't show all your cards at the outset
- First offer should never be your last
- Control your emotions
- Risk Taking

#### Applying Countermeasures

- Forbearance
- Questioning
- Alternative Positions
- Brainstorming

### Objectives

- This course raises individual awareness that in virtually every interaction with other people, you are trying to influence others, represent an interest, taking a position, negotiating something
- The course teaches students to recognize those situations for which there is due process. Knowing what the time –honoured principles are and how to apply appropriate strategies and tactics is essential to professional performance in commercial and project environments
- The course looks at how countermeasures are used to manage situations and what happens when negotiations breakdown or are limited in time or scope

#### Negotiating in a Project Management Environment

- Expectations and planning
- Stakeholder requirements
- Scope, time and cost changes
- Quality or performance changes
- The collaborative approach
- The competitive approach

This is a hands-on workshop and participants will be given opportunities to develop and practice skills using case studies and exercises in a supportive environment

Course Length: 2 days  
Course Code: NEGPMC2  
PDU: 14



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