

# Paramount Learning Ltd

## Negotiation Skills One Day Workshop Schedule

Time	Learning Element	Indicative Output
0915	<b>Welcome and Introductions</b> Course Objectives	Set personal objectives for the workshop
0930	<b>What is Negotiation</b> <ul style="list-style-type: none"> <li>• Classic Example of Negotiation</li> <li>• <i>Open discussion of definition of negotiation</i></li> </ul>	Develop a clear definition of effective negotiation
0945	<b>Why is effective negotiation important?</b> <ul style="list-style-type: none"> <li>• Effect on profit and cash</li> <li>• Gaining an agreement</li> </ul> <i>Price Volume effect-how to handle with confidence the old chestnut 'lower price for greater volume'</i>	Clearly understand the financial impact of effective negotiation on personal and business success
1000	<b>What skills and behaviours are exhibited by successful negotiators</b> <ul style="list-style-type: none"> <li>• Can we recognize any development areas in our own style?</li> </ul>	How might I develop my skills and behaviour to be more effective when negotiating
1015	<b>Negotiation Styles</b> -Adversarial -Cooperative -Comparison of hard, soft and principled negotiation -The negotiation triangle	Recognise and deal with different negotiation styles
<b>1030</b>	<b>Break</b>	
1045	<b>Planning the negotiation</b> <ul style="list-style-type: none"> <li>• Importance of preparation</li> <li>• Setting your objectives</li> </ul>	Setting objectives to help you maintain control
1050	<b>The importance of information in negotiation</b> <ul style="list-style-type: none"> <li>• Asking the right questions</li> <li>• <b>Development Exercise-Questioning Skills</b></li> <li>• Negotiation Questions Toolbox</li> </ul>	How to gather information upon which one can build a solution
1120	<b>Planning, research and Information Gathering</b> <ul style="list-style-type: none"> <li>• <b>Development Exercise-Case Study</b></li> </ul>	What must I do before I open my mouth?
<b>1230</b>	<b>Lunch</b>	

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[www.paramountlearning.co.uk/Negotiation.htm](http://www.paramountlearning.co.uk/Negotiation.htm)

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Negotiation Skills Workshop contd		
Time	Learning Element	Indicative Output
1315	<b>Power balance in negotiations</b> <ul style="list-style-type: none"> <li>• Six types of power in a negotiation</li> <li>• Where do I stand in the balance of power equation</li> <li>• How to increase my power base</li> </ul>	Power can have a marked effect on the outcome of a negotiation. Your power may be stronger than you think!
1345	<b>Negotiating Tactics</b> <ul style="list-style-type: none"> <li>• What tactics are available to me and others</li> <li>• How to diffuse/control tactics</li> <li>• When and how might I use tactics?</li> </ul>	Confidently handle the tactics and you will be in a much better position to handle future negotiations. Watch out for the nibble!
1415	<b>Body Language</b> <ul style="list-style-type: none"> <li>• How to read body language</li> <li>• Using body language to your advantage</li> </ul>	Learn to read the hidden agenda. What is really happening!
1445	<b>Movement and Concessions</b> <ul style="list-style-type: none"> <li>• Reading the signals</li> <li>• How to trade concessions</li> <li>• How to make a positive opening offer</li> <li>• How to challenge an opening bid without causing conflict</li> <li>• How to make a concession seem more attractive than it might be</li> <li>• How to handle stalemate</li> </ul>	How to manage the often difficult situation of handling movement and concessions.
1515	<b>Break</b>	
1530	<b>Development exercise-Putting it into practice</b> <ul style="list-style-type: none"> <li>• Full blown negotiation role play</li> <li>• Buyer or seller you participate in a role play exercise to develop and practice your skills learnt during the workshop</li> <li>• Review the learning from the role play</li> </ul>	Learn through active participation what works and what doesn't without risking your real business relationships
1700	<b>Common Mistakes</b> <ul style="list-style-type: none"> <li>• 20 common mistakes made in negotiation and how to avoid them</li> </ul>	What mistakes have we made in the past? Golden rules of negotiation
1720	<b>Finish</b>	
Timings are approximate and may vary on the day depending on delegate requirements		