



# Managing Negotiation Process

## COURSE Objectives

- Introducing different negotiation strategies, enhancing negotiation skills, and training on how to scientifically negotiate and reach contracts.
- apply a systematic approach to preparing for a negotiation
- learn how to avoid common negotiating mistakes
- practice putting your views across in non-confrontational ways

## COURSE OUTLINE

### The Process Of Negotiation

- the value of negotiating
- how negotiating differs from selling
- when selling stops and negotiation begins

### How To Plan The Strategy

- targets - your bottom line and optimum aim
- tactics and objectives
- planned concessions
- the limits of both parties' power
- establishing the climate
- pursuing a 'win-win' outcome
- retaining flexibility

### The Negotiation

- understanding the other side's needs and motivation
- interpersonal skills and body language
- presenting your case
- opening bids and offers
- dealing with objections and rejections
- how to avoid deadlock or how to make deadlock work for you
- give and take – the skill of negotiation
- the importance of summarising
- bargaining
- dealing with intimidating tactics

### Clinching The Deal

- going for commitment
- how to close
- developing a long term relationship and preparing the climate for future negotiations

### Telephone Negotiation

- voice and personality projection
- using silence
- controlling the call
- how to implement the negotiating process using the telephone

## Who Should Attend

- All those involved in Business, Managerial and other kinds of negotiations
- All those who want to improve their negotiation skills

**COURSE DURATION:** 3 Days

**TRAINING HOURS:** 15 hrs

**MINIMUM NO. OF TRAINEES:** 15

**LANGUAGE :** English / Arabic

