



Negotiation Training Course Outline

Negotiation Skills Foreword

Although people often think of boardrooms, suits and million dollar deals when they hear the word "negotiation", the truth is that we negotiate all the time.

Whilst the skills learnt in this course are directly applicable to those 'boardroom scenes' participants in this negotiation course will learn to more effectively negotiate in common scenarios such as:

- with contractors on both work performance and rates
- as a buyer and seller of a good or service in a commercial setting
- renegotiating their work conditions/salary
- negotiating with co-workers and managers in common workplace scenarios

This **Negotiation Skills** Training program will give participants an understanding of the phases of negotiation, tools to use during a negotiation and ways to build win-win solutions for all those involved.

<p>Negotiation Skills Training Course - Lesson 1 Understanding Negotiation</p> <ul style="list-style-type: none">• Types of Negotiation• The Three Phases• Skills for Successful Negotiation	<p>Negotiation Skills Training Course - Lesson 2 Getting Prepared</p> <ul style="list-style-type: none">• Establishing your WATNA and BATNA• Identifying your WAP• Identifying your ZOPA
<p>Negotiation Skills Training Course - Lesson 3 Laying the Groundwork</p> <ul style="list-style-type: none">• Setting the Time and Place• Establishing Common Ground• Creating a Negotiation Framework	<p>Negotiation Skills Training Course - Lesson 4 Phase One - Exchanging Information</p> <ul style="list-style-type: none">• Getting off on the Right Foot• What to Share• What to Keep to Yourself
<p>Negotiation Skills Training Course - Lesson 5 Phase Two - Bargaining</p> <ul style="list-style-type: none">• What to Expect• Techniques to Try• How to Break an Impasse	<p>Negotiation Skills Training Course - Lesson 6 About Mutual Gain</p> <ul style="list-style-type: none">• Three Ways to see your Options• About Mutual Gain• Creating a Mutual Gain Solution

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Negotiation Skills Training Course - Lesson 7 **Phase Three - Closing**

- Reaching a Consensus
- Building an Agreement
- Setting the Terms of the Agreement

Negotiation Skills Training Course - Lesson 8 **Dealing with Difficult Issues**

- Being Prepared for Environmental Tactics
- Dealing with Personal Attacks
- Controlling your Emotions
- Deciding when it's Time to Walk Away

Negotiation Skills Training Course - Lesson 9 **Negotiating Outside the Boardroom**

- Adapting the Process for Smaller Negotiations
- Negotiating via Telephone
- Negotiating via E-mail

Negotiation Skills Training Course - Lesson 10 **Negotiating on Behalf of Someone Else**

- Choosing the Negotiating team
- Covering all the Bases
- Dealing with Tough Questions

Negotiation Skills Training is one of the Professional Development Training Courses delivered by **contract trainers** in Brisbane, Sydney, Canberra, Melbourne, Adelaide and Perth.

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