



NEGOTIATING SKILLS



Learn how to create and deliver effective negotiating strategies

Duration: 2 days

Groups: up to 6 participants

Overview

This program teaches the key principles of arbitration and negotiations. Participants learn to distinguish between wants and needs, resist manipulation and resolve conflict.

Who Should Attend

This program is particularly suitable for middle to executive level managers. It is strongly recommended that participants have attended the Influencing Skills program prior to commencing the Negotiating Skills program.

Learning Objectives

By the end of this program, participants will be able to:

- Understanding the underlying concepts and fundamentals of negotiation
- Understanding their own personal style and how this may affect negotiations and tactics
- Utilizing the 'Cost Value' matrix to establish potential 'Win-Win' outcomes
- Increasing bargaining power
- Resisting manipulative and less than ethical negotiators
- Defusing anger and resolve conflict.

What Attendees Can Expect

Participants will get hands-on experience with a number of proven solutions targeted at building a solid understanding of what it takes to negotiate effectively.

By equipping participants with the tools needed to take action and impact negotiation and arbitration, managers are able to implement the actions that will make the greatest impact on their performance and that of their organization.

The program will consist of tutorial input of key techniques as well as individual and group exercises. There will be no artificial role playing, however some of the exercises will require participants to be themselves while undertaking a negotiation using the tools provided.

Program Outline

- The fundamental concepts of negotiation
- Self analysis on desire to negotiate and personal strengths supporting effective negotiation
- Key principles of bargaining power
- Building rapport quickly and easily
- 'Cost value' matrix
- Resisting manipulative negotiators
- Avoiding inadvertent irritators
- Defusing anger and resolving conflict

Workshop Options

This program is available in two versions:

- GOLD - standard learning materials
- PLATINUM - limited tailoring of components to match the client's own business context and processes.

This program is typically tailored for each client and delivered on an in-house basis. This maximizes the program's relevance for the delegates and ensures the best possible return on investment.

Accreditation



This program is accredited by the Certification Service for Continuous Professional Development and carries the CPD kite mark. Tailoring of the program may require the resubmission of materials to the certification service.



Pilat Facilitators

Pilat consultants have extensive experience in facilitating sessions/workshops with groups, ranging from small teams to large group forums/strategy sessions.

This includes:

- Designing and facilitating leadership development workshops for a range of private and public organizations
- Teaching university post-graduate courses on managing change and organizational development
- Working with departments undergoing organizational change, enlisting employee input in developing their new structure and roles
- Facilitating action learning teams - ensuring that maximum learning takes place through looking at the process of the team
- Working with new teams to help them clarify their goals, roles and ways of working.

To help ensure that group meetings are effective in achieving their desired outcome, Pilat can help both with the design of the session(s), as well as their facilitation.

About Pilat

Pilat HR Solutions, founded in 1974, has dedicated over three decades to bringing rigor to HR, working with organizations to increase their employees' performance and to realize their true potential. We do this through our combined focus in three areas of specialism - Consulting, Technology and Data.

Clients who partner with us tell us that they value their experience of:

- Passion - "We will demonstrate a contagious passion for helping you achieve your business dreams; they will become our dreams."
- Ethics - "Honesty; no excuses; no blame. We will keep or exceed our promises; and the people who make them will be there with you!"
- Excellence - "Rigor in all we do. Based on our knowledge and experience, we will work together to deliver measurable excellence, nothing less."
- Best-fit - "We will partner with you to understand your precise requirements, and provide the best-fit solution - if we can't, we will point you toward others who can."

Additional information can be found at www.pilat.com.

To schedule an exploratory discussion with a member of our team, e-mail info@pilat.com or call (US office) +1 800 338 9701 or (UK office) +44 (0)20 8343 3433.

PILAT HR SOLUTIONS

Pilat Europe Ltd.
29 Hendon Lane
Finchley, London
UK N31PZ
+44 (0)20 8343 3433 ph

Pilat (North America) Inc.
460 US Highway 22W, Suite 408
Whitehouse Station, New Jersey
USA 08889
+1 (800) 338 9701 ph

Performance
Management

Talent
Management

Organizational
Development

Development
Management

Reward &
Compensation

Business &
HR Metrics