



# *Negotiation Skills*

2 day training programme



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## Target

This practical two day programme is aimed at executives and professionals at all levels who are required to negotiate contracts with suppliers, contractors, trade union etc. in both the public and private sectors such as sales personnel, purchasing managers, programme managers, employee relations executives.

## Outline

Learning how to manage the tension between achieving the best deal and maintaining relationships with the other party is the core competence component of this programme and requires participants to develop a range of know-how and skills.

## Objective

Participants will be able to negotiate effectively with even seasoned negotiators by utilising and integrating a powerful range of proven techniques at each of the four stages of all successful negotiation processes.

## Learning outcomes

At the end of this programme, participants will be able to:

- Plan a negotiation process.
- Implement negotiation strategies, tactics and techniques.
- Discover the needs and intentions of the other party.
- Utilise a number of different negotiation styles.
- Counter tough stances and ploys.
- Implement the "Rules of Bargaining".
- Maintain and improve relationships while negotiating.
- Close negotiations with an enduring agreement.

## Content

- Types of negotiation.
- Preparation and planning.
- Strategies, tactics and techniques.
- Power and influence in the negotiation process.
- Negotiation styles.
- Obtaining information.
- Bargaining.
- Strengthening your position.
- Packaging and closing the deal.

*I felt the day was comprehensive and extremely well delivered in a highly competent manner by a presenter who was well informed and who had an excellent delivery approach. Highly recommended!*

shrc limited  
heather house  
sandyford business park  
dublin 18

e [info@shrc.ie](mailto:info@shrc.ie)  
w [www.shrc.ie](http://www.shrc.ie)  
t 01 297 4070  
f 01 293 9816



## shrc limited

As a provider of quality training programmes, shrc guarantee experienced facilitators and tailored content coupled with practical-oriented sessions. Other popular programmes include: Attendance / Absence Management; Competency-based Interviewing; Employment Law Practice; Management Skills; PMDS for Line Managers.

## Methodology

The training methods and techniques employed during all programmes will be based on best practice in adult learning.

The methods used include:

- Short lectures - to impart required background information / knowledge.
- Facilitated discussions - to allow for open debate, airing concerns and enhanced participation.
- Case studies - to assist with the practical application of learning.
- Role-plays - to gain experience of using the acquired skills.

## Benefits of in-house programmes

- Customisation - tailored to meet your specific training requirements.
- Flexible - where and when you want.
- Cost effective - no travel, no days away, no unrelated expenses.
- Low cost per person - even with small numbers.
- Consistent message throughout your organisation.

## Contact us

- To find out more about this programme or any other programmes we have on offer.
- To discuss your current or future training requirements.
- To learn more about our training approach and facilitators.
- Contact Ann at 01-2974070 or email [ann@shrc.ie](mailto:ann@shrc.ie).