



Course Overview: **Negotiation Skills at Work**

The Negotiation Skills Workshop explores the role of negotiation in the workplace and its direct relevance in fostering the right attitude and reactions essential for successful business interactions. Beginning with a self-assessment to determine their current level of awareness around this, participants complete a variety of experiential exercises resulting in a tailored, individual plan to increase their existing skill level. With understanding and knowledge of how to employ the art of negotiation, participants are more self-motivated and equipped to better handle workplace situations successfully. They leave the workshop with greater confidence and knowledge and are able to immediately implement the skills taught.

Course Topics:

- The 6 steps to building effective relationships with colleagues
- Maintaining workplace relationships to optimum level - you can't afford not to.
- The impact of Relationships on negotiation – A look at the history of this. Could/Should this impact the negotiation? What are the hidden issues? Ways to handle these.
- Being Right vs Workplace Relationships. Understanding why your agenda is only part of the interaction.
- Planning for successful communication – the 3 tiered approach to this.
- The absolute importance of Attitude in Communication – some techniques to grow yours.
- Flexibility –Openness –Empathy – The 3 Gold Stars of Outstanding Communication.
- Expected Outcomes – Tools to use so delivery is optimum, and incorporates respect, fairness and active listening.
- Power – a focus on where this sits in the relationship. The ways this can impact.
- Moving entrenched attitudes to enabling ones. Some creative possibilities explored.

The 4 absolutes of 'Style' used in successful negotiations at work:

1. Personal Ownership – Mindset, Attitude and Approach.
2. Techniques to Working with different personality types
3. Emotionally Intelligent Strategies for getting results from people
4. Ways to build powerful/empowering Communication

Incorporating

The most effective way to achieve a successful outcome
Respectful and Fair Communication
The best type of Conclusion reached in any negotiation