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Imsimbi Training proudly presents

Negotiation Skills – 2 DAYS

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 Contributor BBBEE company and 51% black owned.

This course is accredited by the Services Seta and the material covers unit standard 117853 at NQF level 5 and worth 8 credits

SERVICES SETA

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COURSE OBJECTIVES

Negotiation skills are essential in the pressurised work environment of today, yet few managers have been trained to respond confidently in the face of these stresses. Inter-personal, intergroup and structural conflicts all point to the need for more effective tools for lasting problem solving through negotiation. It is thus important for managers, supervisors and customer service staff to become familiar with the principles, processes, and techniques of negotiation management.

From the moment that we are born, we start to negotiate with our parents. As children we negotiate with our playmates and as life goes one, we need to learn to negotiate to get the best outcomes for ourselves. As considerate adults, we need to consider our rights to have certain of our needs met but we also have a responsibility to ensure that we do not abuse others.

Negotiation is the best option for building relationships with others and seeking WIN/WIN solutions. With more and more people in the world, conflict is also common both at home and in the workplace. It is thus important for all of us to realise that negotiation is a positive way of resolving differences rather than through conflict. We all need to become familiar with the principles, processes, and techniques of conflict management and negotiation.

COURSE OUTCOMES

Upon completing this course, the learner should be able to:

- Describe the main sources of conflict
- Describe appropriate techniques to manage conflict
- Negotiations and other strategies to resolve conflict
- Prepare for negotiations
- Identifying various negotiation strategies including: distributive, integrative, positional, principled, interest based, target-specific bargaining and problem solving
- Engage in negotiations
- Processes include use of experts, brainstorming, trade-offs, linkages and or concessions
- Finalise negotiations and communicate agreements
- Evaluate negotiation processes



COURSE OUTLINE

Module 1: Conflict: Context, Awareness and Basic Concepts

- Introductions and expectations
- Awareness/ mindfulness
- Conflict management in the workplace
- Sources of conflict in organisations
- Sources of conflict
- Dealing with conflict
- Conflict and negotiation style
- Negotiation and conflict management styles
- Communication as a conflict management technique
- Communication tips for conflict resolution
- Listening skills
- Chinese listening game – lets rate your listening skills
- Practice a conflict resolution tool
- Conflict management concepts

Module 2: Negotiation Skills

- Negotiations process
- Administrative arrangements
- Types of conflict: case studies – negotiate the best deal
- The purpose of negotiation
- Negotiation strategies
- Costs and benefits of interest-based bargaining
- Negotiation strategies and processes
- Identify negotiation strategies and processes
- Negotiation ranges
- Stakeholder analysis



Module 3: Engage in Negotiations

- Behaviour and conduct during negotiations
- Using effective communication and interpersonal skills to negotiate successfully
- Communication styles in negotiations
- Communication rules for negotiations
- Conduct negotiations
- Reaching win/win solutions
- Practice negotiating
- Use effective communication and interpersonal skills in the negotiation process
- Characteristics of good conflict negotiators
- Qualities of a good negotiator

Module 4: Finalise Negotiations and Communicate Agreements

- Do's and don'ts of negotiations
- Methods to deal with a deadlock
- Identify and explore options
- Finalise negotiations
- Record final agreements
- Disseminate and make final agreements accessible
- Processes and skills: a summary
- Characteristics of a durable agreement
- Strong vs weak agreements

Module 5: Evaluate Negotiation Processes

- Opportunities and Mechanisms for Improvement



COURSE CONTENT

Negotiations

- The importance of negotiations and agreements
- Building the relationship
- The negotiations cycle

Understanding the Negotiations process map

- Informing people about the negotiations process
- Useful questions for setting up a negotiations process
- Persuading through discussion
- Getting mandates from your stakeholders
- Reporting back to your stakeholders

Building trust

- Qualities of good negotiators
- Facilitating the negotiation process
- Communicating in a negotiations environment
- The do's and don't's of negotiations
- Key soft skills in the negotiations process

Negotiations strategy

- Understanding different negotiation styles
- Negotiation mistakes to avoid



- Negotiation strategies
- Principled negotiation strategy
- Positional negotiation strategy
- Know your BATNA
- A comparison of negotiation tactics

A negotiated agreement

- Closing tactics
- Concluding a negotiated settlement
- Strong and weak agreements
- Communicating the agreement to the parties

