

NEGOTIATION SKILLS



COURSE OVERVIEW

The ability to be able to negotiate effectively is a critical competency in both work and life situations. An effective negotiator will draw upon a range of communication and interpersonal skills as well as focusing on issues of the process, planning and objective setting.

Typically, negotiations occur at both the individual and team level internally within peer groups and with employees as well as externally with suppliers and customers. Closely associated with the negotiation process is the possibility of disagreement and dispute conflict; so it is appropriate to consider how best to reduce the risk of disputes and how to resolve them if they do occur.

This course will cover the key stages of negotiation, consider how disputes arise and provide the delegates with an effective toolbox of skills to enable them to follow a structured process. The delegates will be introduced to different negotiation styles and tactics and learn how to recognise and counter them. There will be an opportunity for delegates to carry out a self-assessment of their own skills over the whole range of the negotiation topic and they will consider the differences between negotiating individually or as part of a team.

COURSE OBJECTIVES

Upon completion of this program supervisors will be able to:

- *Define the different phases of the negotiation process*
- *Recognise the significance of planning and objective setting*
- *Achieve win-win outcomes within the bargaining process*
- *Engage in negotiations with confidence*
- *Identify the causes of disagreements & disputes*
- *Describe the significance of disputes and the long term impact they can have on relationships*
- *Identify and use strategies to resolve the causes of disputes, rather than deal with symptoms*
- *Show sensitivity to situations and issues likely to result in disputes*
- *Demonstrate confidence in confronting and managing disputes*

WHO SHOULD ATTEND

This module will be best suited to those who have a fundamental ability in negotiating but want to increase their formal knowledge and enhance their practical skills. The course is aimed at staff at all levels and is applicable to staff from a wide range of business disciplines including engineering, design, project management, production, finance, sales & marketing, business development, purchasing, procurement, commercial and general management. Those who will benefit most will have a current or planned interface with internal "suppliers or customers" or external suppliers or customers through which contracts are negotiated.

COURSE DURATION

2 Days

COURSE LANGUAGE

English

PROGRAM METHODOLOGY

The program will enhance the knowledge and skill-set of the delegates and improve their confidence level when faced with the prospect of difficult negotiations such as those encountered during the process of resolving contractual disputes.

COURSE OUTLINE

Programme Introduction

- Fundamentals of Negotiation
- Negotiation defined
- Disputes and the need for resolution
- Place of negotiation in the contractual resolution process
- Commercial impact of the breakdown of negotiations
- Best Alternative To a Negotiated Agreement (BATNA)
- The four phase process of negotiation
 - Preparation
 - Discussion
 - Proposal
 - Bargain & Close

The Negotiator's Toolbox

- Preparation
 - Preparation
 - Negotiating position setting
 - Prioritisation
 - Entry & exit points
 - Information needs
 - Team negotiation - roles
- Discussion
 - Conducive environment
 - Relationship building
 - Information acquisition
 - Forms of questions - open, closed, comparative
- Proposal
 - The conditional proposal - "If/then◆"
 - Unconditional proposals - "Thank & Bank"
 - Degrees of freedom
- Bargain and close
 - Trading up and Trading down
 - Concessions
 - Recording the outcome

Negotiating Styles, Tactics and Ploys

- Non-verbal communication
 - Interpretation of Signals - arms, legs and eyes
 - What is in a handshake?
 - Spatial zones and spatial awareness
- Make time your friend
- Silence as a tactic and how to counter it
 - Ploys as "power plays" and how to counter

- Interests, positions and escalation
 - Push/pull
 - Good guy/bad guy
- Negotiator as a Mediator
- Team negotiations
- Proposals and persuasion
 - What's In It For Me (the WIIFM solution)

FACILITATOR/PRESENTER PROFILE



John B. Straker
M.Sc., P.G.C.E., C. Eng., M.C.I.P.D.
(British National)

John is an U.K. citizen who is a presenter of programs in the Management Sciences as well as a specialist Consultant in Human Resources, delivering training programs and undertaking H.R. projects for major corporations on a range of Organizational and Human Resource issues.

As a Principal Specialist in his field, he has extensive worldwide experience implementing performance solutions, graduate development programs, succession plans, establishing 'greenfield' H.R. functions and creating major management training and development centres of excellence and delivering seminars.

His HR and management development experience spans over 30 years in a global environment, working for a diverse range of multinationals including; Shell, Chevron/Texaco (Kuwait), Caltex (Bahrain), Foster-Wheeler (Yanbu) etc. This selection of companies has given him the opportunity to live and work in a variety of countries such as: Australia, New Zealand, Canada, USA, Europe and the Middle East.

Work Experiences in the Middle East and Qatar

2012 Negotiation Skills for QP
2012 Leadership for QP
2012 Negotiation for QP
2012 Management for QP
2013 Supervisory Skills QAFCO
2013 Leadership for QP
2014 Supervisory Skills for QAFCO

His academic posts include lecturing for the University of Wales, NEWI College and the other academic posting was with the King Fahad University of Petroleum and Minerals in Dhahran, Saudi Arabia.

John has held very senior positions in the management and human resource fields, for example; Consultant to the Vice President of Chevron, Group Manager of Human Resource Development for the Savola Company, Jeddah, Learning Program Manager, Foster-Wheeler, Yanbu and Head of Employee Development for Dubai Aluminium.

During his time in Dubai, he created - from a green-field site – the management and graduate development center for the oil, gas and aluminium industries. The Centre was opened by H.R.H. Princess Anne and recognized by the World Bank as one of the most advanced centers for HRD in the Middle East. Later in his career, he established the Management Centre of Excellence for Savola in Jeddah, which became a self-funding institute due to the demand for the first class presentation of its programs.

Presently, he now conducts programs in Qatar, UAE, Bahrain, Oman and Saudi Arabia in a range of management and supervisory programs and human resources plus undertaking H.R. projects to help organizations improve performance at the individual and organizational level. **His interests lie in developing potential in all employees by creating a highly interactive learning environment.**

John, therefore, conducts programs that are action oriented in style, with group and individual participation. His aim is to deliver programs that meet the organizational needs with the goal of achieving business results.