



*Derek Hendrikz Consulting Presents:*

# **Business Negotiation Skills**

## **About the workshop:**

The Business Negotiation Skills aims at empowering the business negotiator to obtain optimal results during a negotiation process. Delegates are guided through a process, from basic negotiation skills to advance business negotiation strategies.




## **The Workshop Mission:**

On completion of this workshop the participant should be able to effectively participate in business negotiations.

## **Workshop Objectives:**

- Demonstrate an understanding of negotiation concepts.
- Develop a strategy to achieve successful negotiations.
- Conduct negotiations.
- Identify and overcome difficulties and conflict during negotiations.
- Finalise and communicate the agreement.

## **Included:**

-  All programme materials and hand-outs.
-  Issuing of certificate on completion of programme.
-  Record keeping of all results and assessments.

## **Training methodology:**






The methodology is based on interactive learning, i.e. learners will learn by doing. Furthermore learners will use examples from their own organisations, thus ensuring that the learning is anchored at their workplace.

As with all DHC training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.





**Programme:**

Time:	Day 1:	Day 2:
08:00-08:30	Administrative Matters	Open Window
08:30-10:00	Introduction to business negotiation	Managing the negotiation process
10:00-10:15	<i>Convenience Break</i>	
10:15-11:45	Types of negotiations	Working with power and influence during negotiations
11:45-12:45	<i>Lunch</i>	
12:45-14:15	Designing the negotiation strategy	Successful closing
14:15-14:30	<i>Convenience Break</i>	
14:30-16:00	Business negotiation techniques	Programme Evaluation






**Who should attend?**

-  Senior & middle managers.
-  Sales representatives.
-  Sales managers.
-  Supervisors.
-  Any person who wants to enhance his or her skills in the art of business negotiations.

**Day 1:*****Introduction to business negotiation:***

-  Understanding the concept of business negotiation.
-  The process of negotiation.
-  The outcomes of negotiation.
-  The forces of negotiation.

***Types of negotiations:***

-  Competitive negotiations.
-  Disruptive negotiations.
-  Integrative negotiations.
-  Multi-phase negotiations.
-  Multi-party negotiations.

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***Designing the negotiation strategy:***

- The mission of negotiation.
- Developing negotiation objectives.
- Developing the BATNA.
- BATNA on process.
- BATNA on price.
- Forecasting possible problems.

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***Business negotiation techniques:***

- Thinking on your feet.
- Flexibility.
- Framing.
- Collaboration.
- Compromise.
- Thinking Win/Win.
- Tactics, tricks and threats.
- Use of questions.

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***Practical application:***

- The participant is given opportunity to practically apply the theories taught through role plays and simulation exercises.

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**Day 3:*****Managing the negotiation process:***

- Avoiding deadlocks.
- Establishing sound relationships.
- Building mutual trust.
- Getting what you want.

***Working with power and influence during negotiations:***

- The psychology of power and influence.
- Overcoming fear of powerful people.
- Moving from a victim mind-set to an influential mind-set.

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**Successful closing:**

- Strategizing to close.
- Barriers to agreement.
- Bowing out gracefully.
- Biggest closing mistakes.
- Moving your opponent towards 'Yes'.

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**Practical application:**

- The participant is given opportunity to practically apply the theories taught through role plays and simulation exercises.

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**Beyond Comparison!**