



Derek Hendrikz Consulting Presents:

Negotiation Skills

About the workshop:

The negotiations skills training programme is aimed at the negotiator who is serious about negotiating for optimal results. We take a broad approach to the negotiation process and work with business, government and non-profit negotiation tactics. Specific functions such as labour union and management negotiations, sales negotiation and political negotiation is covered.

The Workshop Mission:

On completion of this workshop the participant should be able to apply and practice effective negotiation skills.

The Workshop Objectives:

After completion the participants will be able to:

- ☑ Explain the need for negotiation skills in business.
- ☑ Explain the steps in the negotiation process.
- ☑ Apply the steps in the negotiation process to an authentic situation.
- ☑ Explain strategies that could be used in negotiation.

Included:

- ✍ All programme materials and handouts.
- ✍ 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.

Who should attend?

- Senior & middle managers and supervisors.
- Labour union members.
- Labour relations practitioners.
- Shop stewards.
- Personnel practitioners.
- Sales managers & representatives.
- Any person who wants to enhance his or her skills in the art of negotiations.

Programme:

Time:	Day 1:	Day 2:
08:00-08:30	Administrative matters	Open Window
08:30-10:00	Introduction to the art of Negotiation	The Four Forces of Negotiation
10:00-10:15	<i>Convenience Break</i>	
10:15-11:45	Negotiation Techniques	Team Negotiations
11:45-12:45	<i>Lunch</i>	
12:45-14:15	Managing the negotiation process	Getting to 'Yes'
14:15-14:30	<i>Convenience Break</i>	
14:30-16:00	Day Review	Programme Evaluation

Day 1:

Introduction to the art of negotiation:

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

Negotiation techniques:

- Thinking on your feet.
- Putting your case effectively.
- Tactics, tricks and threats.
- Use of questions.
- Moving your opponent towards 'Yes'.

Managing the negotiation process:

- Designing of negotiation strategy.
- Avoiding deadlocks.
- Establishing sound relationships.
- Building mutual trust.
- Getting what you want.

Day 2:

Practical application:

This day is spent on giving the participant the opportunity to practically apply the theories taught through role plays and simulation exercises. The following skills need to be demonstrated here:

- Labour negotiations.
- Negotiations in sales.
- Boardroom negotiations.
- Win/win negotiations.
- General negotiations to obtain mutual agreement.

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