



Palomino Training Solutions
specialists in corporate training

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Negotiating Training (1 day)

Course Overview

Fact: Negotiation is essential in business in order to avoid conflicts and improve the relationships amongst the employees.

Negotiation is a skill that most everyone uses often in life. Whether you are negotiating the best deal for your new car, or you are negotiating with your spouse on who is doing the dishes that night, skills to swing the deal in your favour come in handy. Negotiation skills are important for everyone, no matter what they do for a living, for many reasons.

This workshop includes dynamic trainee/trainer interactions and discussions, written and oral exercises, role plays, case studies, reflection, quizzes and a workbook for each participant to take back to the workplace.

Target Audience

This workshop is designed for everyone who deals with people and anyone who wants to increase their skill in negotiating with others.

Course Outline

SECTION 1: *What is Negotiation?*

SECTION 2: *Types of Negotiators*

- Co-operative Style
- Aggressive Style
- No Pattern

SECTION 3: *Positional Bargaining*

- Hard vs. soft negotiating
- Problems with positional bargaining
- Alternatives to positional bargaining

SECTION 4: *The Successful Negotiator*



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SECTION 5: *Negotiation Essentials*

- Preparation
- Organisation
- Hot Buttons
- BATNA (Best Alternatives to a Negotiated Agreement)
- WAP (Walking Away Point)

SECTION 6: *Preparing for Negotiation*

SECTION 7: *Inventing Options for Mutual Gain*

SECTION 8: *Fear*

- Humiliation
- Rejection
- Loss of Power
- Failure

SECTION 9: *Negotiating Challenges*

SECTION 10: *Dealing with Negative Emotions*