

navi^g8

NEGOTIATION SKILLS



Program Outline

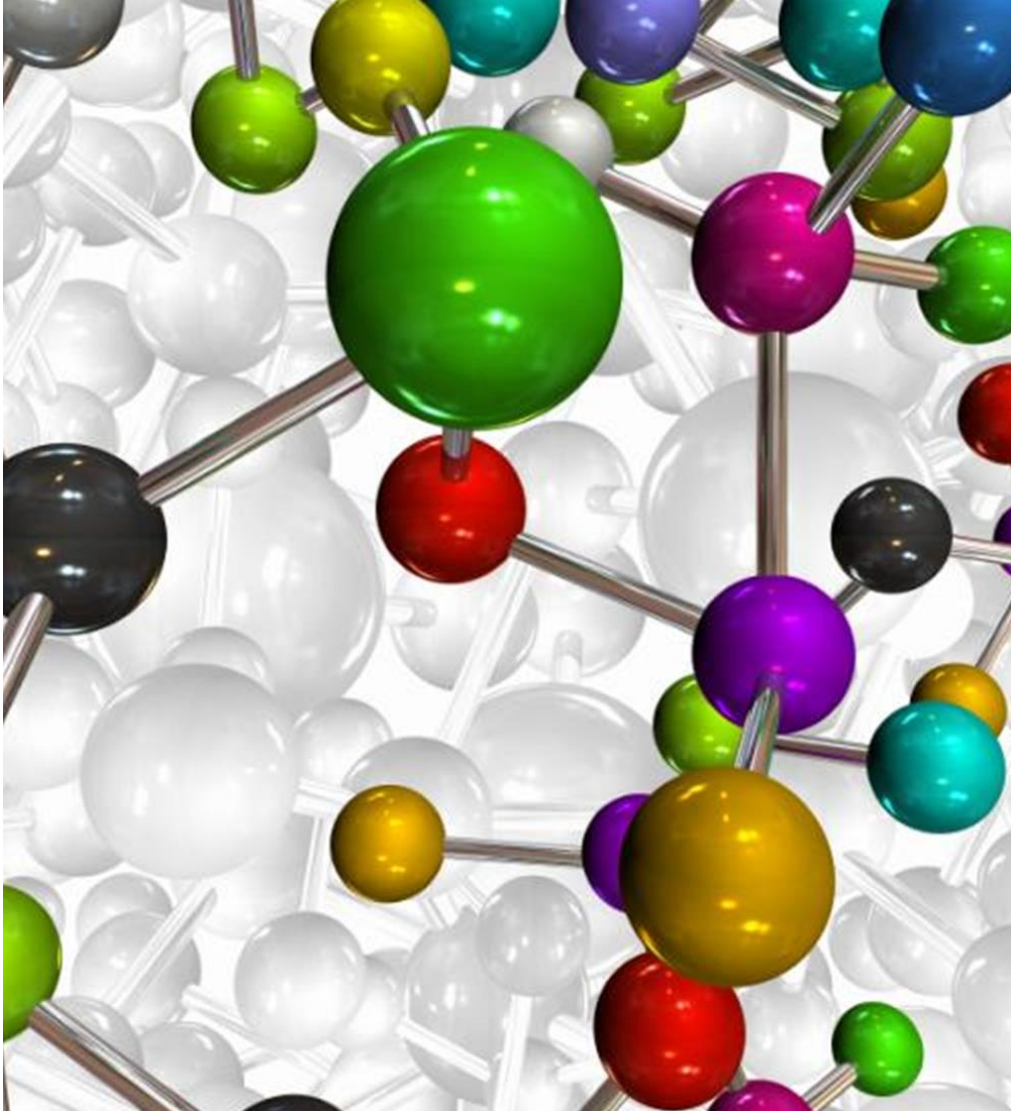


A critical skill for closing deals

The program deals with the realities of negotiating in today's commercial environment where confidence, strength and skills are all critical to successful negotiation. The course concentrates on practical issues rather than theories.

Negotiating with customers, suppliers or colleagues is often part of our role. This program will help you to negotiate effectively to achieve mutually acceptable results that form the basis of profitable long-term relationships.

A negotiation is an interactive communication process that may take place whenever we want something from someone else or another person wants something from us.



A critical skill for closing deals

Attitude is critical. Novice negotiators do not understand that everything is negotiable all of the time.

Successful negotiators know the power of a collaborative approach, with gains for everyone.

Successful negotiators know they need to see things from the other person's perspective, to work jointly with their clients/peers to create agreements that truly satisfy the critical interests of everyone involved.



What this program offers

This program deals with the realities of negotiating where **confidence, strength and skills are all critical to successful negotiation.**

While ensuring participants are able to recognise and handle the other side's tactics and ploys, the focus of the session is on helping participants to marry as closely as possible the real interests of both sides to achieve a deal which is a win:win, and which can develop into a long term mutually profitable partnership.

Negotiations is for salespeople and/or peers that are faced with a complex situations.

Negotiation is about building the client/peers relationship and it is crucial when a salespeople must negotiate price, terms, and conditions of a sale in a competitive environment.



What this program offers

This program addresses:

- Driving principles that high performing salespeople use in successful negotiations
- Critical skills to identify the customers/peers position vs interest
- Create forward momentum by influencing the customers/peers perception
- Discussion of five modes of negotiation and how they relate to results and relationship
- Examination of the perceived value that the customer/peer is receiving and giving in the negotiation
- Practical application of five skills for surviving a competitive negotiation



What this program offers

Sales Negotiations teaches negotiation methods that enhance both the customer relationship and sales results. The program focuses on developing the critical skills necessary for success and includes:

The negotiation process:

- Understanding the difference between selling and negotiating.
- Laying the foundations for a successful negotiation.
- Why negotiations succeed or fail. Role-play practice.

Preparation:

- A critical phase in any negotiation.
- Delegates will develop checklists to ensure every probable negotiation situation is thoroughly prepared for.
- Developing an overall strategy.



What this program offers

The discussing phase:

- Promoting communication and trust.
- Identifying the agenda.
- Reading all the 'signals.'
- Interactive role play practice to gain confidence in these techniques.

Proposing alternatives:

- How to move without giving everything away.
- How to achieve a mutually profitable result.
- How to handle deadlock if it occurs.
- Delay movement until you know when to move (not wasting the opportunity of moving)
- Role-play practice to gain confidence in these techniques.

Bargaining:

- Trading concrete concessions.
- Moving steadily towards agreement.
- Handling tactics and ploys.
- Achieving lasting agreement as the basis for a long-term relationship.



Negotiation Skills: Program Outline

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| <ul style="list-style-type: none">➤ Facts about Negotiation Skills➤ Evaluate the mechanics of a Negotiation:➤ Maintain control and strength in a negotiation➤ Plan a negotiation to achieve the best outcome➤ Understand the other side's real "interests"➤ Manage movement to avoid deadlock or unprofitable concession |
| <ul style="list-style-type: none">➤ Role Play 1 - Case Study |
| <ul style="list-style-type: none">➤ Proposing alternatives |
| <ul style="list-style-type: none">➤ Strategies of a Negotiation➤ The "Prepare" Phase➤ The "Discuss" Phase➤ The "Propose" Phase➤ The "Bargain" Phase |
| <ul style="list-style-type: none">➤ Role Play 2 - Case Study |
| <ul style="list-style-type: none">➤ Negotiation Checklist and the Three Outcomes of a Negotiation |
| <ul style="list-style-type: none">➤ Preparation for a Real Life Negotiation |
| <ul style="list-style-type: none">➤ Recognise and handle the other side's tactics |



Follow on support tools

There are nine ongoing support tools designed to provide guidance and advice for participants.

1. Case Studies
2. Position and Interests
3. Negotiation Checklist
4. Three Outcomes of a Negotiation
5. Preparation Checklist
6. Analysis of Components
7. Analysis of Decision-making Capability
8. Analysis of Your Strengths and Weaknesses
9. The Hidden Language of Signals



Achievable Outcomes

Upon completion of this program, participants will:

- Recognise a negotiation situation and the four phases necessary to structure a winning approach
- Prepare effectively for any negotiation they find themselves in (internal and external)
- Develop a negotiating checklist and use this in negotiating situations
- Ensure they have enough information to base their strategic decision on how best to negotiate
- Determine options that open the scope of the negotiation
- Move effectively in a negotiation without giving everything away
- Handle the customer's strategies more effectively
- Improve the quality of relationships with customers/peers through better quality outcomes
- Develop specific strategies for a current real-life negotiation
- Structure the negotiation so that it moves towards a win:win



How We Facilitate

Using a small workshop environment combining group and one on one facilitation, your facilitator will conduct strategic role plays based on case studies to demonstrate the power behind each of these skills needed to negotiate.

The role plays will skilfully develop the participant in the beautiful art-form of negotiation.

During this session we develop the skills necessary for them to have a greater understanding of what the components and structures are within the negotiation.

It is advantageous for participants to work on a generic example first when learning the process, techniques and skills to not over complicate the exercise and experience.

Participants will study the role-play and be given time to evaluate the negotiation and have ample preparation time.

Once the role-play is completed we will debrief the group, it is important that each participant experiences an AHH-HA moment through the feedback sessions prior to them analysing the role-play for themselves



Course Materials

We appreciate and understand important learning preferences. As such our workbooks are a highly visual, well structured and design.

We also understand the actual material needs to reflect the type of dynamic content and facilitation that navig8 delivers.

Your course materials will be in keeping with their branding as well as deliver a visually appealing product to ensure these materials stay as an important and constant referral source for participants





Program Testimonials



Testimonials



“Excellent at breaking things down to small parts and highlighting what is important in each part. Something I thought could be done in a couple of hours I now know is a huge skill that needs to be treated as such.”

Brett Pilgrim,
NSW/ACT State Manager



“I was impressed by the material, especially for complicated negotiations and being able to value my services.”

Tom Botton,
Recruitment Manager



“Excellent I will endeavour to use these skills daily and practice with my colleagues. Particularly focusing on the quality of our products, how to express its value in our negotiations.”

Matthew Rawle,
Senior Underwriter



“Learnt things I never expected to. Found out there was more to negotiating than I thought.”

Mark Montalto,
Lending Associates



“Fantastic course – I got a lot out of it. I will practice the key requirements from today's learning.”

Marcia Estevo,
Director, Loan Capital Markets



“Opportunity to learn useful tools / frameworks for negotiating. Enhanced my understanding of negotiations. Reminded me of the preparation / research and position / interests.”

Jack Fung
Finance Manager



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