

Negotiation Skills

The negotiation skills programme is aimed at the negotiator who is serious about achieving optimal results. Some of the areas covered in the programme are:

- The process of negotiation
- The outcomes of negotiation
- Thinking on your feet
- The forces of negotiation
- Putting your case effectively
- Negotiation strategies
- Tactics, tricks and threats
- Use of questions



COURSE DURATION: 2 DAYS



About the course

SETQAA Accreditation
Services SETA - Decision Number 2072
NQF Level: 4
Credits: n/a

Target Audience

The target audience would typically consist of senior and middle managers, labour union members, labour relations practitioners, shop stewards, personnel practitioners, sales representatives, sales managers, supervisors or any person who wants to enhance their skills in the art of negotiations.

Training Methodology

The methodology is based on interactive training ie: learners will learn by doing. Furthermore, learners will make use of examples from their own organisations, thus ensuring that the learning is anchored at their workplace. As with all Quintica training programmes, we strive to effect actual change back at the workplace through effective practical outcomes based training.

Course Outline

This 2 day course will cover the following modules:

Module 1: Introduction to the art of negotiation:

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

Module 2: Negotiation techniques:

- Thinking on your feet
- Putting your case effectively
- Tactics, tricks and threats
- Use of questions
- Moving your opponent towards “yes”

Module 3: Managing the negotiation process:

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

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:

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

Bookings and Enquiries

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