

# Negotiation Skills

## Achieving win/win outcomes

Negotiation is part of our lives whether we like it or not. It's a crucial life skill and an essential business skill. Our workshops enable people to get the right outcomes from every negotiation whether that is monetary rewards for their efforts, proper resources, reasonable time frames, co-operation from colleagues or a satisfactory resolution to a dispute.

Our approach is to build tailored workshops that create a deep understanding of the process, strong skills and knowledge developed through the use of case studies, role plays and participants own scenarios and a set of practical planning tools that can be used during the set up and conducting of negotiations in everyday life.

We absolutely believe that this is a topic that is learned not taught and learning happens during discussion and practice, with detailed observation and feedback of role plays. Depending on the seniority of participants and the learning objectives we can design workshops around any of the following areas:

- The psychology of a negotiation
- How to plan and strategise
- Understanding your personal negotiating style
- Negotiating out of conflict
- Positioning and responding to proposals and offers
- Dealing with negative tactics
- Bargaining and signalling strategy and tactics
- Power variables: how increase power in a negotiation
- Repackaging and discounting.

### To book, email us

[info@wentworthpeople.com.au](mailto:info@wentworthpeople.com.au) or call:

**Australia: +61 1800 80 72 88**

**Singapore: +65 9234 9675**



### Outcomes:

- The confidence to negotiate agreements that allow them to deliver better work, against a realistic deadline for the right money.
- An understanding of negotiation strategies – best practice planning and preparation and negotiation psychology – recognising how people think, feel and behave before and during a negotiation.
- Emotional intelligence during negotiations - how to read other people's signals and control your own emotions to get to a win/win outcome.

### Book this course if:

- You have sales, business development or client service teams who would benefit from some formal negotiation skills training.
- We are also able to tailor programs specifically for managers, finance, procurement, IT, indeed anyone in your business who has to negotiate with colleagues, clients, suppliers and third parties where money, time and resources are at stake.