

## Negotiation Skills

### Competency 2

The ability to negotiate effectively is one of the key competencies all professionals are required to master. Shepherd & Shepherd training and development programs in negotiation provide professionals the opportunity to review and practise the latest thinking and benchmarking in negotiation skills and strategy. The program is built around negotiation case studies and situations that highlight and benchmark successful business negotiation. The sorts of negotiations considered include sales, purchases, deliverables, relationship management and disputes. Most importantly, negotiation is studied as an on-going and pervasive process that is central to all business relationships, both externally and internally. Wherever we are required to produce outcomes, we are required to negotiate.

### Who Should Attend

This program is relevant to all professionals and managers responsible for producing any external or internal outcomes in the course of their work. It is an excellent forum for the sharing of expertise and experiences and provides a great opportunity to review and practise the latest thinking and benchmarking in negotiation skills and strategy.

### Outcomes

On completion of the program participants will have acquired skills in:

- planning for situations where a negotiated outcome is required;
- identifying cross cultural negotiation perspectives in managing and producing outcomes;
- exploring and implementing "collaborative solutions" in client, third party and stakeholder negotiations;
- pursuing commercial outcomes while preserving key relationships;
- identifying and moving through the 5 distinct phases of negotiation;
- implementing a professional bargaining strategy where required;
- dealing with different styles of negotiators; and
- identifying and responding to negotiation tactics.

**Participants:** 6 to 8 person maximum

**Duration:** 2 Days