

New Zealand Procurement Academy

Course Outline: Art, Theory & Practice of Negotiation

Who should attend?

This one-day course is aimed at anyone who has not received any formal negotiation training and those wanting to refresh or reset their understanding of the basic concepts and processes of negotiation.

Programme content and duration

This one day interactive workshop has been designed to take the mystique out of negotiation. It will introduce participants to the basic concepts and rules of negotiation that will not only provide immediate benefit in both individual and commercial negotiations but will also provide a strong foundation for further workshops into the more complex negotiations faced by some staff.

The workshop will cover, amongst other topics:

- What is 'negotiation' really?
- Individual negotiation profile - what is my natural style?
- The 5 Methods of persuasion and the 'Golden Rules' around their application to influencing others effectively
- Preparation and Planning - how to get ready for negotiations
- Understanding the four stages of the negotiation and how to manage them
- How to detect and deal with the other parties' attempts to influence you
- Negotiating in teams - the pros and cons
- Positive behavioural traits and aspects of non-verbal behaviour - body language
- Understanding 'tactics' that can be used in negotiations and recognising when they are being used against us

During the Workshop there will be multiple opportunities for the participants to try out new skills through a number of mini case studies and exercises.

Benefits to participants

At the end of the workshop participants will realise that negotiation is a skill that can be improved with practise and thought. Participants will have some tools to start them on the road to becoming more effective negotiators and achieving more in their personal and commercial activities.

Benefits to the employer/organisation

The workshop will equip participants with an understanding of how to get more from commercial negotiations. The participants will learn some new skills and with this a growing confidence to use them in an appropriate manner. This will have a clear benefit to the organisation in achieving better outcomes with influencing internal stakeholders as well as in direct negotiations with external organisations.