



PROFESSIONAL
EFFECTIVENESS

Successful Negotiation



COURSE SPECIFICATIONS



FORMAT

- In-house



DURATION

Training is given in one day (6 hours)

(The content and the duration of this session can be adapted for a personalized on-site training.)



TARGET AUDIENCE

Any individual needing to engage in negotiations be it internal or external to their organization in order to finalize agreements.



DELIVERY METHOD

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities. Participants' experiences are used as support to put new notions into action.

Highly personalized and interactive approach, the groups are limited to 15 participants.



LANGUAGE

Available in:

- French
- English



CERTIFICATION

Training Certificate

Emploi
Québec



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DESCRIPTION

Successful Negotiation is a course designed for individuals at all levels wishing to improve their negotiation techniques. Participants will learn to identify the main negotiation elements, the importance to maintain good relationships with all parties involved, the ability to come to “win-win” solutions, where all parties consider having closed a satisfying deal for themselves and their organizations.

OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Understand the dynamics of negotiation,
- Maintain communication,
- Use appropriate techniques and tools to close the deal,
- Know the different negotiation styles,
- Effectively communicate during negotiation.

COURSE CONTENT

THE “WIN-WIN” NEGOTIATION

- Recognizing the stakes
- Maintaining communication regardless of disagreements
- Specifying the degree of leeway and possible concessions

- Catching the openings given by the other party
- Formulating proposition

COMING TO AN AGREEMENT

- Summarizing the negotiation points
- Closing a satisfying deal

THE NEGOTIATOR

- Own negotiation style
- Different negotiation styles
- Adapting own style

PERSONAL ACTION PLAN

THE NEGOTIATION PROCESS

- Evaluating the stakes
- Elaborating strategies
- Starting negotiation
- Developing arguments
- Staying focused on the results to be reached