

## Negotiation skills

### Synopsis

An introduction to planning and handling successful negotiations.

This course focuses on effective strategies and tactics, both how to use them and how to react to them.

### Duration

4 hours

### Format

A practical course based on two or three negotiations which can be tailored to suit you. Examples include:

1. The 'Red and Blue' Game
2. Sale/purchase exercise
3. Handling a complaint

The tutor's input is entirely in the form of feedback during and after the exercises. This course requires two adjacent rooms.

### Delegates

Lawyers and support staff at all levels  
Maximum 8 per course

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### Outcomes

As a result of attending the course, you will:

- plan more effectively
- choose negotiation strategies and techniques that work
- identify and use negotiation levers to get the best results
- respond successfully to the techniques used by others

### Content

#### **What is a negotiation?**

Defining the term and understanding your aims

#### **What do skilled negotiators do?**

Identifying the behaviours that work, and those that don't

#### **Competitive or Co-operative Negotiation?**

Characteristics, advantages and disadvantages

#### **Breaking deadlocks**

Techniques for making progress

#### **Identifying Personal Styles**

How to develop a range of approaches

Controlling your emotions

#### **Preparation**

Why you should identify gaps in your knowledge

How to set objectives, identify the important issues and select the right strategy

#### **The Negotiating Process**

When and how to open a negotiation

Making proposals, making concessions, and using deadlines

Deciding when to stop negotiating