

PSC Elective – negotiation skills

Synopsis

An introduction to planning and handling successful negotiations.

Trainees learn to be competent (and even sophisticated) negotiators, able to use effective strategies and tactics, and able to respond to those used by others.

Duration

6 hours

Format

This is a very practical course, including games as well as commercial and legal negotiations. The tutor will give feedback on the delegates' work during and after the negotiation exercises.

This course requires two adjacent rooms.

Delegates

Trainee solicitors

Maximum 20 per course

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

1. **What is negotiation**
Defining the term and understanding your aims
2. **What do skilled negotiators do?**
Identifying the behaviours that work, and those that don't
3. **Competitive or Co-operative Negotiation?**
Characteristics, advantages and disadvantages
4. **Breaking deadlocks**
Techniques for making progress
5. **Identifying Personal Styles**
How to develop a range of approaches
Controlling your emotions
Behaviours that build trust
6. **Preparation**
Why you should identify gaps in your knowledge
How to set objectives, identify the important issues, and select the right strategy
7. **The Negotiating Process**
When and how to open a negotiation
Making proposals, making concessions, and using deadlines
Techniques for making progress
Deciding when to stop negotiating