

E-learning: Negotiation Skills

Overview

This e-learning course provides guidance and tips for negotiating on liability, quantum and procedure.

It introduces three tools to help you to prepare effectively for a negotiation, as well as looking at how to handle difficult situations. You can download a PDF at the end of the course, together with the tools you will have seen.

Duration

1 hour

Format

You can work through the course at your own pace. You can stop at any time. The next time you log-in you will be prompted to restart the course at the place you left off.

Delegates

For junior fee earners and claims handlers who are involved in negotiating settlement of liability or quantum, or who negotiate on procedural matters such as extensions of time.

Outcomes

As a result of completing this course, you will:

- know how to prepare for a negotiation
- know how to deal with nerves, difficult opponents, etc
- understand the professional ethics requirements
- be more confident using the telephone to negotiate

Content

- Planning
- Using a Needs Inventory
- Deciding on your BATNA
- Using a checklist
- Handling difficult situations
- Professional ethics when negotiating