



COURSE: Negotiating Skills

FACILITATOR: Susan Alexander FAIM MAICD BA (Hons) MCogSci MLS

COURSE LENGTH: Two consecutive days plus ½ day follow-up one month later

This course is designed for personnel whose job performance depends upon successfully negotiating intended outcomes with clients and colleagues, including constructing written agreements.

The course provides participants with flexible methods and tools for managing negotiations. Participants are also provided with an understanding of the way in which individual communication traits and 'mental modelling' will impact on the process and the outcome.

The course facilitator is a highly experienced, respected and successful negotiator. She has a sound knowledge of the lawful and permissible principles of commercial negotiation, combined with a thorough understanding of the impact a negotiator's thinking and communication style has on the negotiation. [The facilitator is also accredited to teach Harvard Law School's 'Negotiation' program.]

The course is customised. Scenario modelling is done in close consultation with each client.

The course can be levelled and streamed but it is not necessary; the teaching is based upon group practice of different methods and tools together with individual coaching to enhance personal negotiation skills within a mixed group setting.

As part of this course, and at no additional charge, each participant is entitled to a 1 - 2 hour private coaching session either as a 'refresher' or to prepare for an important negotiation. There is no expiry date on this offer.

OPTION: If very senior personnel are unable to attend a group course, individual coaching can be delivered one-on-one in blocks of 1 - 2 hours per session. Support for a specific negotiation can also be provided.

TARGET GROUP: (Assumed level of knowledge, skill and aptitude for the course)

- Suitable for all personnel whose ability to successfully negotiate is critical to their job performance, including those who are required to negotiate contractual agreements.
- Suitable for all levels from Senior Executive Team through to middle managers

and more junior personnel on a development path. The course is always adjusted to suit.

- Highly recommended for personnel whose career progression or promotion is dependent upon their negotiating skills.

LEARNING OUTCOMES:

By completion of this course participants will:

- know how to prepare for a negotiation,
- understand critical negotiation dynamics,
- recognise and manage 'positional bargaining',
- know how to conduct themselves in a negotiation,
- know how to correctly establish the interests of the parties,
- understand how to discover and create options and alternatives,
- know how to distinguish between declared and perceived positions,
- be able to build and maintain cordial relationships during a negotiation,
- be able to gain commitment to incremental steps towards final agreements,
- have improved their ability to successfully achieve their intended meeting outcomes.

ASSESSMENT CRITERIA: (How will learning outcomes be assessed?)

- The facilitator provides individual feedback during each of the course stages.
- Participants, as the immediate audience for each other, will have opportunities to offer structured and constructive feedback about each other's progress as negotiators.
- At the conclusion of role play scenarios, participants will be able to self-assess how well they did in uncovering and satisfying the 'real' position of their 'opponent'.

FORMAT OF THE SESSION: (Workbooks and handouts are provided)

- The course is predominantly interactive and participatory.
- Customised and relevant negotiation scenarios are role-played and de-briefed.
- The course material is delivered in a series of mini-lectures and illustrative video-clips interspersed with focussed exercises and role-plays.