

Negotiating Skills

One on One (1/2 day), Small or Large Groups (1/2 to 1 day)

CONTEXT

All staff are involved in negotiating with colleagues, customers and clients. When we are effective negotiators, we can organise a better outcome for ourselves and our organisation. We also are better able to service our customers and clients as we look for Win:Win situations.

OVERVIEW

This workshop covers the following:

- What is negotiating?
- Separating the people from the problem
- 7 Elements of effective negotiating
- The negotiation process
- Different negotiating styles
- Personality types
- Arguing with a purpose
- Strategy and tactics
- Looking for Win: Win
- Overcoming deadlocks
- Gaining agreement
- The after agreement commitment

TRAINER

Sue Willis has over ten years experience developing and delivered training in a variety of communications topics. Sue worked within the Australian Public Service for over 20 years, including seven years in the Human Resource Development area of the former Department of Industry, Science and Technology. Sue has conducted training for many organisations including the Department of Foreign Affairs and Trade where she developed 'Presentation Skills'.

Sue has accreditation in the Certificate IV in Workplace Training and Assessment. The combination of Sue's training expertise and her involvement in the Public Service gives her a unique understanding of the standard and demands placed upon APS staff to communicate effectively and be skilled negotiators.

COURSE METHOD

Our trainers use a range of training methods with a strong focus on incorporating different learning techniques to ensure the success of each training event. Our training is highly interactive. Small class sizes allow for maximum learning. Personal coaching is available.



SCHEDULE – Negotiating Skills

9:00am	WELCOME AND ICEBREAKER
9.15am	What is negotiating? Separating the people from the problem Seven Elements of effective negotiating
10:30am	<i>Morning Tea (15 Minutes)</i>
10.45am	The negotiation process Different negotiating styles
12.30pm	<i>Lunch (30 minutes)</i>
1.15pm	Personality types Arguing with a purpose Strategy and tactics
3:00pm	<i>Afternoon Tea (15 Minutes)</i>
3.15pm	Looking for Win: Win Overcoming deadlocks Gaining agreement The after agreement commitment
4.30pm	How to implement what we've learned. / Feedback/Close
5:00pm	Finish



Enrolment Form – Negotiating Skills

ABN 34 073 999 185

Send this form to Acorn: Fax (02) 6162 2077 or e-mail to bookings@acorntraining.com.au

We will ring you to organise a time to run the session.

Attendee's name	Email address	Phone Number
1.		
2.		
3.		
4.		
Organisation		
Branch/Division		
Address		
Phone #		
Fax #		

Payment Details

Single attendee: \$595

Second and subsequent attendee: \$395

For larger groups please call for a quote

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____

Expiry date _____

2. Invoice

Signed off by _____ Name _____

Email invoice to: _____

Terms: Payment is due on or before the day of the session.