Negotiating for resources, scope modifications, design changes, extra funding and a host of other issues are part and parcel of the project manager's normal routine. To advance in the corporate world, management demands excellent negotiation skills. Improving your understanding of the negotiation process is essential to career advancement and superior performance.

Who should attend?
Project managers who wish to improve their negotiation skills, and individuals seeking to understand the negotiations process and improve their skills.

Learning Objectives

- Understand the negotiation process
- Better utilise listening and questioning skills
- Recognise non-verbal cues within communication
- Practice using the process of negotiation planning
- Conduct a post negotiation self-assessment
- Deal with angry clients and tough negotiators
- Utilise negotiation best practices
- Avoid common negotiation pitfalls
Why you should do this course?

It’s a matter of being able to negotiate. Negotiating is a vital part of every project leader’s job. Whether you are negotiating at arms-length for goods and services for the project, or you are negotiating for coworker’s commitment to the project, a good understanding of how to negotiate effectively will help considerably.

On this course you will gain new skills, but you will also acquire experience using them in realistic situations. You will learn about the types of negotiation and different styles that you can adapt during negotiations. You will identify your individual negotiation style and how to adapt to situations for more successful negotiations. You will also develop an understanding of competitive and collaborative negotiation and learn how to recognise each.

Course content

**Negotiations Basics**
- Understanding the foundational concepts of negotiation
- Developing an awareness of your own negotiation strategies
- Negotiation phases
- Common approaches to negotiating
- Personal negotiating strategies

**Negotiation in Action**
- Different levels of complexity in negotiations
- Negotiating in a Competitive Situation vs. a Collaborative Situation
- Industry - specific considerations
- Working within negotiation phases and identifying when to move into the next phase
- Practice in adapting negotiation strategy to the dynamics of the negotiation

**Natural Tendencies in Negotiation**
- Competitive negotiations
- Natural tendencies
- Tactics used in negotiations

**Key Concepts**
- Understanding the negotiator’s profile
- Work based behaviours
- Best alternative to a negotiated agreement: BATNA
- Zero-sum situations
- Zone of agreement

**Managing the Environment**
- Power plays
- Rules of engagement
- Conflicts
- Cultural differences
- Deadlocked negotiations
- Ethical issues
- Multiple parties

**Creating the Win-Win**
- Methodology
- Identify each party’s objectives
- Finding common interest
- Strategies to develop trust
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- Strategies to develop trust
- Value of escalation options
- Conflict resolution tips and technique

**Negotiation Process**
- Phased approach to negotiations
- Similarity to project management phases
- Negotiation life cycle
- Strategies and tactics