

### **COURSE DURATION**

16 hours

### **COURSE SYNOPSIS**

In today's business world and to those who negotiate, relying on data to inform and power the decision we make, it's crucial for us to strike the balance between data usage and the soft negotiation skills to ensure we get the result we want. The better negotiation skill would give us the confidence to interact better with our stakeholders where emotion, luck and magic have no place in a successful negotiation.

### **COURSE OBJECTIVES**

By the end of this course, learners will be able to:

1. Identify negotiation outcomes as per our organisation's desired position
2. Explain roles and responsibilities to all involved in the negotiation process
3. Prepare ourselves while keeping in mind the other parties' position
4. Apply socio-culturally sensitive interpersonal skills and negotiation techniques
5. Document the minutes of the negotiation for evaluation

### **TARGET AUDIENCE (SUPERVISORY AND MANAGERIAL)**

The audience is supervisory staff with leadership responsibilities, relevant for all sectors.

### **ASSUMED SKILLS**

- Learners must be able to read, write, speak and listen to English at secondary school level
- Learners to have minimum GCE 'O' level or ITE certificate education
- Learner should have at least 1 year's working experience in any industry

### **TRAINING METHODOLOGIES**

- Interactive Lectures
- Group Discussion
- Role Play
- Case study
- Activities

**COURSE CONTENT****Learning Unit 1: Understanding Business Negotiation?**

- What is Business Negotiation?
- Why Business Negotiation is Important?
- Areas of Negotiation and its objectives

**Learning Unit 2: My Role in Negotiation**

- Individual roles and accountabilities to achieve organization's objectives
- Parties involved in the negotiation and what are each stakeholder's objectives in the negotiation
- Aware of the other parties' objectives and position

**Learning Unit 3: Are We Ready for Negotiation?**

- Prepare for negotiation
- Formulate gameplan and tactics
- Examine the negotiation process in light of own's position
- Rehearse strategies, styles and goals of negotiation

**Learning Unit 4: We Could Offer You....**

- Get your social-cultural norms right that may affect negotiation
- Using technology and communication skills to hone our negotiation style

**Learning Unit 5: Document Negotiations**

- Write reports, including comprehensive details of the negotiation, the parties involved, discussions with all parties and the management
- Monitor and review agreed actions of the negotiation
- Keep parties informed of the outcomes of the negotiation