



NEGOTIATING FOR RESULTS (2 DAYS)

THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Negotiate an agreement or deal in an authentic work situation
Unit Standard ID:	13948
NQF Level:	4
Credit Value:	5

INTRODUCTION

The **Negotiating for Results** programme focuses on the techniques, structures and interpersonal communication skills necessary to increase the chances of a successful outcome to negotiations. The workshop takes a practical view, in part behavioural, but also technique driven. It will provide delegates who negotiate to go about their job with a heightened awareness that will allow them to use the appropriate techniques throughout their negotiations. It will also help them understand the other party's point of view, how to act professionally throughout the negotiation process and to build on-going relationships with other party.

REFERENCES

"I enjoyed the interaction with the trainer and the way the course was delivered. Excellent" ~ Bongani Mashiya (Virgin Atlantic Airways)

"The course was presented very professionally and it was very informative. Thank you" ~ Glen Adriaanse (Department of Defence)

"This course was fantastic - wonderful to have such a good facilitator" ~ Israel Kale (The Office Plant)

"A very well organized and well executed training course. I learnt a lot" ~ Nomampondo Camane (Roche Products)

"Keep it up, excellent course and very informative" ~ Nondumiso Mkhize (Roche Products)

"Excellent content, excellent value, excellent service, well explained." ~ Stryden Govender (Trudon)

WHAT THIS COURSE CAN DO FOR YOU...

- Understanding the need for negotiation skills in business
- Identifying the characteristics of a good negotiator
- Identifying individual negotiating styles
- Knowing and applying the steps in the negotiation process
- Explaining strategies that could be used in negotiation
- Preparation - information gathering and goal setting
- Developing communication skills essential to negotiate successfully
- Gaining confidence – demonstrating persuasive and assertiveness techniques
- Achieving the best deal/outcome possible

TARGET AUDIENCE

The unit standard is essential for any employee who is involved in daily negotiations in a work environment. All individuals who negotiate with internal and external customers, handle interpersonal conflict issues, require convincing sales negotiation skills as well as those involved in mid-level negotiation forums will benefit from the knowledge and skills acquisition offered by this unit standard.

COURSE CONTENT

Introduction to Negotiation

- Defining negotiation
- Identifying the characteristics of a good negotiator
- Identifying and understanding individual negotiating styles

The Preparation Phase

- Clarifying goals and establishing limits
- Assess your power base
- Preparing yourself psychologically – determining your authority
- Preparing for a team negotiation – allocating roles
- Gathering information - learning about the opposer

Important People Skills for Successful Negotiators

- Communication and people skills required to be a successful negotiator
- Effective questioning techniques
- Active listening skills
- How perceptions, points of view and assumptions affect negotiations
- The importance of reading body language
- Exploring cultural differences and diversity in negotiations
- Understanding Personality Types and how to adapt communications with each type

The Negotiation Process

- Preparation – agenda strategies
- Choice of venue
- Setting the climate and ground rules on the day
- Probing, building bridges and establishing rapport
- How to distinguish and satisfy the needs of others
- Demonstrating persuasive and assertiveness techniques
- Using compromise, synthesis and synergy
- Pressure: The issue of time
- Strategies and tactics used in negotiations
- Steps for closing the deal
- Types of closes

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role-plays
- Break-away sessions
- Relevant business exercises
- Presentations
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through 'doing' where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

KWELANGA BUSINESS & EXECUTIVE COACHING

Kwelanga Training now offers coaching on a one-to-one or team coaching basis. Issues covered are chosen by the organisation or the individual to ensure maximum focus is given to achieve measurable outcomes.

Coaching provided by certified professional business and executive coaches is key in transforming management and support staff’s excellent performance to peak performance.

For further details contact:

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