

## **VIRTUAL INSTRUCTOR-LED TRAINING NEGOTIATING FOR RESULTS (4 x 3 HOUR SESSIONS)**

### **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**

## **VIRTUAL INSTRUCTOR-LED TRAINING**

Participants “attend” virtual classroom training, through the Zoom on-line platform, without having to travel to and from the classroom each day. Courses are divided into several shorter sessions to minimise operational disruptions and improve knowledge retention.

Training is facilitated in real-time, providing the benefit of hands on learning. Delegates interact with the facilitator and each other, as with any other classroom experience. This allows for a cooperative learning environment, where participants can share knowledge, engage in positive discussions and work together.

## **Benefits of Virtual Instructor-Led Training**

- ✚ Virtual training provides flexibility to both the client/delegate and facilitator.
- ✚ Delegates are active participants rather than relying entirely on the instructor.
- ✚ Virtual training is conducive to a more fluid exchange of ideas, focused real-life scenarios and an intensified level of engagement.
- ✚ Information is shared through video, documents, and written notes with learners in real-time.
- ✚ Delegates who have internet connection can learn at anytime and anywhere through virtual learning or through recorded videos.
- ✚ Delegates can participate in discussions and ask questions at any time.
- ✚ Breakout rooms allow delegates to work in groups and complete activities in teams which allows for a rich interactive experience.
- ✚ Access to expert facilitators who may otherwise be unable to visit workplaces due to unforeseen circumstances.
- ✚ Use of slides and video clips enhances virtual learning.

## 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.

### On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



## OUR COMMITMENT TO YOU ...

### *Kwelanga Training's Commitment*

***To develop and inspire each individual to be the best that they can be.  
To assist clients in the transfer of skills and positive behaviour change.***

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