

Negotiation Skills

Course Duration: 1 Day



Course Overview

Although people often think of boardrooms, suits, and million dollar deals when they hear the word negotiation, the truth is that people negotiate all the time. Through this course learners will be able to understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating.

Participants will learn that an atmosphere of respect is essential in effective negotiations as uneven negotiations can lead to problems in the future.

Workshop Objectives:

- Understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating
- Understand and apply basic negotiating concepts: WATNA, BATNA, WAP, and ZOPA
- Lay the groundwork for negotiation
- Identify what information to share and what to keep to yourself
- Understand basic bargaining techniques
- Apply strategies for identifying mutual gain
- Understand how to reach consensus and set the terms of agreement
- Deal with personal attacks and other difficult issues
- Use the negotiating process to solve everyday problems



Further information

For further information about this course please contact an AGT Learning & Development Consultant on 1300 784 408

A full list of courses can be found at www.agt.edu.au