Negotiating among Stakeholders with Differing Objectives and Desires

INTRODUCTION

Negotiation is a critical business skill. In today’s business environment, the importance of successful negotiation cannot be overstated. Negotiation is the art of choosing the right strategy for each situation. Effective negotiation skill will help you to find a solution that is acceptable to both parties, and leave everyone feeling that they have won.

This informative, highly interactive and activity-based workshop with hands-on exercise, equips participants with a structured approach, knowledge, skills, tools and techniques to analyze & prepare for negotiation. The workshop helps participants develop a more effective negotiation style.

This workshop is for anyone who needs to negotiate with internal and external stakeholders including management, inter-departments, peers, users, customers and vendors.

PROGRAM OUTLINE

- **Introduction**
  - Course structure and objectives
  - Challenges and pitfalls in negotiation
  - The negotiation process

- **Types and Approaches of Negotiation**
  - Internal Vs external negotiation
  - One-on-one Vs team negotiation
  - Negotiation approaches: soft, competitive and collaborative

- **Collaborative Negotiation to Create Win-Win Outcomes**
  - Structured approach and proven templates for negotiation process
  - Identify self and stakeholder(s) needs
  - Create options for mutual gains
  - Use objective criteria for a fair deal
  - Focus on the problem for a positive outcome
  - Identify self and stakeholder(s) BATNA

- **Strategies and Tips**
  - Understanding of self and stakeholder(s) underlying motivations and negotiation styles
  - Use people strategies in the negotiation process
  - Tips for managing and sharing of information
  - Tips for effective negotiation meetings

WHO SHOULD PARTICIPATE

- This course is for business professionals from all backgrounds and industries who wish to improve their ability to negotiate.
- Past participants have ranged from project managers, team leaders, systems analyst, team members, business analyst, managers, supervisors, sales, marketing, procurement officers and professionals who need to negotiate from diverse industries.

LEARNING OBJECTIVES

At the end of this interactive workshop, participants will be able to:

- Learn how to overcome and avoid common negotiation pitfalls
- Explain the different types and approaches of negotiation
- Apply a structured approach with practical knowledge, skills, tools and techniques to conduct internal, external, one-on-one and team negotiation
- Articulate core concepts of collaborative negotiation for win-win outcome
- Apply people strategies to prepare, lead and manage the negotiation process
- Apply techniques to effectively manage and sharing of information
- Apply techniques to effectively run a successful negotiation meeting
THE COURSE MATERIAL and group exercises as used in class have been developed over many years following recognized Instructional Design techniques. All material is regularly updated based on participant feedback and current industry good-practices.

OUR TRAINERS have many years of project management, leadership and training experience. All have used the processes, tools, techniques and good-practices of leadership and communications and are able to relate this knowledge to the running of successful projects in industry.

THE TRAINING WORKSHOP is conducted in a group environment where participants are encouraged to participate in individual and team activities to promote learning, build team morale, and reinforce understanding of concepts.

CREDITS - This course qualifies for 15 Professional Development Units (PDUs) under Project Management Institute (PMI) Continuing Certification Requirements (CCR) program Category A

At ePM Training Services we are fully committed to delivering outstanding practical, memorable learning experiences for all participants, enabling you to attain your individual and company goals, increase productivity and, of course, have fun in the process.

CONTACT INFORMATION

SINGAPORE

Distributor: Progreso Training
Tel: +65 6509 9600
Fax: +65 6509 9667
Email: enquiry@progreso.com.sg
Web: www.progreso.com.sg/training

Web: www.EmpowerPM.com