

„Negotiations: convincing to ones solutions so that both parties could be the winners.”

Course description:

During the negotiations training the participants learn how to determine an aim and draw up negotiation strategies depending on the given situation. These workshops provide the participants with some practical training of appropriate negotiation strategies techniques in relation to their own personality, purpose, nature and style of working. Participants learn how to act when their starting position is definitely stronger and how to behave when their initial position is weaker than the opponent's one.

Acquired skills:

- ability to develop a negotiation strategy depending on the given situation
- ability to negotiate at the micro and macro level
- practical application of the various negotiating techniques

Training program:

1. Talks preparing

- getting to know your partner/talks opponent
- learning how to clarify negotiation tasks and negotiation aim

2. We are sitting down at the table, how to use negotiation techniques

- the importance of first impressions - the principles of building good relations with the negotiation client / partner
- how to talk and what to say to be persuasive and gain the trust of a negotiating partner
- verbal communication practices:
 - plan of utterance
 - content of the negotiation
 - choice of words
 - arrangement of words

- o art of asking questions and getting back satisfactory answers
- o presenting the facts in the most appropriate way
- o developing the ability of using the examples
- o matching the content and manner of speaking to the receiver negotiating aim
- o practice of the right style of speaking during the negotiations:
 - using appropriate grammar forms
 - using of notions and terms
 - error analysis and linguistics habits correction
 - linguistic mannerism
- practice of non-verbal communication:
 - o body posture
 - o way of moving, walking
 - o tone and strength of voice, (diction practice, practice of voice modulation and emission) gestures
 - o pace of speech
 - o control of eye contact
 - o guidance on the appearance: dress, attributes, hairstyles, etc.
 - o work on maintaining appropriate facial expressions during negotiations
- people influence techniques
- manipulation techniques (how to use them and how to avoid them)
- negotiation tactics, how to deal with tough opponents
- negotiation with a claiming partner
- negotiations with an attacking partner
- negotiations with an indecisive partner
- negotiations with a partner who is not interested in or not engaged enough
- persuasion techniques

3. Developing the features of a good negotiator

- identification of an individual negotiating style for participants
- identification of strengths and weaknesses when it comes to negotiating skills of participants
- work on raising awareness of one's own emotions associated with negotiations
- dealing with the loss of motivation in the negotiations (making a list of weakening and strengthening factors)
- developing negotiator assertiveness
- practices in active listening, paraphrasing and classifying speech of a negotiating partner

4. Golden rules of negotiating

- separating people from the problem
- focus on business
- providing opportunities which are beneficial to both parties
- using objective criteria

5. Completion of negotiations

- negotiation techniques useful in the closing phase of the negotiation process
- practice the ability to allow participants to encourage customers/ negotiating partners in further cooperation

6. Negotiations training ends with drawing up a development plan for each participant

Methodology:

During the training we use the following training methods:

- mini lectures - Power Point presentations
- team games and group practice
- open discussion
- role plays
- video recording and analysis of the given material
- mini training films

Organizational information:

Number of training hours: 12 hours / 2days

Time of training 9:15-15:15

Place of training: Łódź, Piotrkowska 125 – KM Studio - trainings