

Derek Hendrikz Consulting Presents:

Business Negotiation Skills

Duration:	3-days
Max. Participants:	20
Facilitators:	1
NQF Level:	5
Total Credits:	4
SETQAA Accreditation:	Services SETA – Decision Number 2072

About the workshop:

The Business Negotiation Skills programme is part of the National Diploma in Project Management (ID: 58309) and aims at empowering the business negotiator to obtain optimal results during a negotiations process. Some of the areas covered in this programme are:

- The process of business negotiation
- Types of business negotiations
- The negotiation strategy
- Business negotiation techniques
- Tactics, tricks & threats
- Use of questions
- Moving your opponent towards 'Yes'
- Working with power and influence
- Successful closing
- Putting your case effectively

The workshop outcome:

On completion of this workshop the participant should be able to effectively participate in business negotiations.

SETQAA Accreditation:




For accreditation purposes the learner will have to prove competence in the following unit standard:

Unit Standard:	Unit Standard Number:	Credits:
Negotiate agreements in simple to moderately complex situations.	243818	4

To achieve credits for the above unit standard, participants will be assessed on the following specific outcomes:

1. Demonstrate an understanding of negotiation concepts.
2. Develop a strategy to achieve successful negotiations.
3. Conduct negotiations.
4. Identify and overcome difficulties and conflict during negotiations.
5. Finalise and communicate the agreement.

Included:

-  All programme materials and handouts.
-  Issuing of certificate on completion of programme.
-  Record keeping of all results and assessments.

Training methodology:

The methodology is based on interactive learning, i.e. learners will learn by doing. Furthermore learners will use examples from their own organisations, thus ensuring that the learning is anchored at their workplace.

As with all DHC training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

Programme:

Time:	Day 1:	Day 2:	Day 3:
08:00-10:00	Introduction to business negotiation	Business negotiation techniques	Working with power and influence during negotiations
10:00-10:30	<i>Convenience Break</i>		
10:30-12:30	Types of negotiations	Practical Application	Successful closing
12:30-13:30	<i>Lunch</i>		
13:30-15:00	Designing the negotiation strategy	Managing the negotiation process	Practical application
15:00-15:15	<i>Convenience Break</i>		
15:15-16:00	Day Review	Day Review	Programme Evaluation

Who should attend?

- Senior & middle managers.
- Sales representatives.
- Sales managers.
- Supervisors.
- Any person who wants to enhance his or her skills in the art of business negotiations.

Day 1:***Introduction to business negotiation:***

- Understanding the concept of business negotiation.
- The process of negotiation.
- The outcomes of negotiation.
- The forces of negotiation.

Types of negotiations:

- Competitive negotiations.
- Disruptive negotiations.
- Integrative negotiations.
- Multi-phase negotiations.
- Multi-party negotiations.

Designing the negotiation strategy:

- The mission of negotiation.
- Developing negotiation objectives.
- Developing the BATNA.
- BATNA on process.
- BATNA on price.
- Forecasting possible problems.

Day 2:***Business negotiation techniques:***

- Thinking on your feet.
- Flexibility.
- Framing.
- Collaboration.
- Compromise.
- Thinking Win/Win.
- Tactics, tricks and threats.
- Use of questions.

Practical application:

- The participant is given opportunity to practically apply the theories taught through role plays and simulation exercises.

Managing the negotiation process:

- Avoiding deadlocks.
- Establishing sound relationships.
- Building mutual trust.
- Getting what you want.

Day 3:***Working with power and influence during negotiations:***

- The psychology of power and influence.
- Overcoming fear of powerful people.
- Moving from a victim mind-set to an influential mind-set.

Successful closing:

- Strategising to close.
- Barriers to agreement.
- Bowing out gracefully.
- Biggest closing mistakes.
- Moving your opponent towards 'Yes'.

Practical application:

- The participant is given opportunity to practically apply the theories taught through role plays and simulation exercises.

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