COURSE OVERVIEW SS0444

Negotiation Skills
(E-Learning Module)

Course Title
Negotiation Skills
(E-Learning Module)

Course Reference
SS0444

Course Format & Compatibility
SCORM 1.2. Compatible with IE11, MS-Edge, Google Chrome, Windows, Linux, Unix, Android, IOS, iPadOS, macOS, iPhone, iPad & HarmonyOS (Huawei)

Course Duration
30 online contact hours
(3.0 CEUs/30 PDHs

Course Description

Complex negotiations require sophisticated techniques, especially if the end result is to achieve a win for all parties. In order to know upfront how to approach these challenging negotiations with the best chance of success, managers as you are, need to be well prepared for all scenarios. What's more, you should be ready for the tactics often used by difficult negotiators to try to manipulate the outcome in your favor.

This E-Learning course is designed to provide participants with a detailed and up-to-date overview of negotiation skills. It covers the shared values of successful organizations, business negotiation and negotiation objectives; the constructive approach to business negotiation; the golden rule of negotiations and tendering process; preparing and managing tender processes and contracts; organizing tenders; the tendering process/contract clause coverage; securing a better bargain; adjusting long-term contracts; resolving contract disputes and planning for contract negotiations; the negotiation planning; the scope of the negotiations and the means of acquiring data; the negotiation styles and personal style assessment; and setting the corporate objectives and personal objectives of the negotiators.

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During this interactive course, participants will learn the negotiating team including the structure for negotiations and common pitfalls in negotiation; cooperative negotiation; the interpersonal skills of the effective negotiator; the effective negotiator; the five steps model; the Best Alternative to a Negotiated Agreement (BATNA); and resolving contract disputes.

Course Objectives

By the end of the program the participants will be able to:-

- Apply and gain an in-depth knowledge on negotiation skills
- Define types of negotiations
- Define the negotiation cycle phases
- Define the skills needed for successful negotiation
- Select appropriate negotiation strategies and tactics according to the situation
- Recognize the best negotiation techniques based on personality of the counter party
- Apply negotiation skills with others to achieve desired outcomes
- Discuss shared values of successful organizations, business negotiation and negotiation objectives
- Carryout constructive approach to business negotiation, the golden rule of negotiations and tendering process
- Prepare and manage tender processes and contracts as organise the tenders and discuss tendering process/contract clause coverage
- Secure a better bargain, adjust long-term contracts, resolve contract disputes and plan for contract negotiations
- Apply negotiation planning and identify the scope of the negotiations and the means of acquiring data
- Carryout negotiation styles, personal style assessment, setting the corporate objectives and personal objectives of the negotiators
- Identify the negotiating team including the structure for negotiations and common pitfalls in negotiation
- Employ cooperative negotiation and identify interpersonal skills of the effective negotiator and the effective negotiator
- Apply the five steps model, discuss the Best Alternative to a Negotiated Agreement (BATNA) and resolve contract disputes

Who Should Attend

This course provides an overview of all significant aspects and considerations of negotiation skills for managers, supervisors, superintendent whose negotiation expertise is critical to the success of their organization. The course is also beneficial for those whose job depends on their ability to negotiate and secure satisfactory, who need to deliver clear messages, staff whose job demands frequent communication with groups and those who want to strengthen their communication skill and enhance their ability to interact with others.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- USA International Association for Continuing Education and Training (IACET)

  Haward Technology is an Authorized Training Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 1-2013 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 1-2013 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Fee

As per proposal

Training Methodology

This Trainee-centered course includes the following training methodologies:-

- Talking presentation Slides (ppt with audio)
- Simulation & Animation
- Exercises
- Videos
- Case Studies
- Gamification (learning through games)
- Quizzes, Pre-test & Post-test

Every section/module of the course ends up with a Quiz which must be passed by the trainee in order to move to the next section/module. A Post-test at the end of the course must be passed in order to get the online accredited certificate.

Course Contents

- Shared Values of Successful Organizations
- Negotiations
- Definition of Negotiation
- Definition of Business Negotiation
- Constructive Approach to Business Negotiation
- Negotiation Objectives
- The Golden Rule of Negotiations
- Overview of the Tendering Process
- Prepare and Manage Tender Processes and Contracts
- Organise the Tenders
- Overview of the Tendering Process Tender / Contract Clause Coverage
- Securing a Better Bargain
- Adjustment of Long-Term Contracts
- Resolving Contract Disputes
- Planning for Contract Negotiations
- Negotiation Planning
- Identifying the Scope of the Negotiations
- Means of Acquiring Data
- RFI – Request for Information
- RFQ – Request for Quotation

- RFT – Request for Tender
- RFP – Request for Proposal
- Negotiation Styles
- Exercise Know Your Style
- Your Personal Style Assessment Exercise
- Your Personal Style
- Setting the Corporate Objectives
- Personal Objectives of the Negotiators
- The Negotiating Team
- Team Management: Plan
- Team Management
- The Negotiating Team
- The Structure for Negotiations
- Stage 1: Establish the Issues
- Stage 2: Gather information
- Stage 3: Build A Solution
- Common Pitfalls in Negotiation
- Negative Attitudes in Negotiation
- Positive Attitude is Essential
- Case Study 1-The prisoners Dilemma
- Cooperative Negotiation
- Summary of Cooperative Negotiation
- Negotiation Tactics
- Negotiation Tactic 1: Pre-Emptive Strike! Atomic Bomb
- Negotiation Tactic 2: Building Block
- Negotiation Tactic 3: Backward Negotiating
- Negotiation Tactic 4: Linking Issues
- Negotiation Tactic 5: Messenger
- Negotiation Tactic 6: Silence
- Negotiation Tactic 7: Deadlines
- Negotiation Tactic 8: What If.../ Suppose I..
- Negotiation Tactic 9: Exploration Meeting
- Negotiation Tactic 10: Hero

- Negotiation Tactic 11: Good Guy-Bad Guy
- Negotiation Tactic 12: Full Disclosure
- Negotiation Tactic 13: All I Can Afford
- Negotiation Tactic 14: Trade Up
- Negotiation Tactic 15: Problem Transfer
- Negotiation Tactic 16: In Writing
- Negotiation Tactic 17: Test & Switch
- Negotiation Tactic 18: Stop Me
- Negotiation Tactic 19: United Front
- Negotiation Tactic 20: Back Burner
- Negotiation Tactic 21: Broken Record
- Negotiation Tactic 22: Emotion
- Negotiation Tactic 23: All Levels
- Negotiation Tactic 24: Physical Unpredictability
- Negotiation Tactic 25: Recessing or a Walk-Out
- Negotiation Tactic 26: Ask Why
- Negotiation Tactic 27: Personal Obligation
- Negotiation Tactic 28: Flinch
- Negotiation Tactic 29: Guilt
- Negotiation Tactic 30: Discredit
- Negotiation Tactic 31: Higher Authority
- Negotiation Tactic 32: Waffle
- Negotiation Tactic 33: Divide and Rule
- Negotiation Tactic 34: Diversion
- Negotiation Tactic 35: Original Position
- Negotiation Tactic 36: One More Thing or Nibble
- Negotiation Tactic 37: New Faces
- Negotiation Tactic 38: Confidentiality
- Identifying Interpersonal Skills of The Effective Negotiator
- The Effective Negotiator
- Applying the FIVE Steps Model
- Step 1: Preparation and Planning
- Step 2: Definition of ground rules

- Step 3: Clarification and Justification
- Step 4: Bargaining and Problem Solving
- Step 5: Closure and Implementation
- BATNA “Best Alternative to a Negotiated Agreement”
- BATNA
- Example of BATNA
- Summary: BATNA
- Resolving Contract Disputes