

COURSE OVERVIEW SS1002 Successful Negotiator Training

Course Title

Successful Negotiator Training

Course Date/Venue

Session 1: August 18-22, 2024/Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

Session 2: October 06-10, 2024/Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE



Course Reference

SS1002

Course Duration/Credits

Five Days/3.0 CEUs/30 PDHs

Course Description



80% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.p

This course is designed to provide participants with a detailed and up-to-date overview of negotiation skills. It covers the negotiation philosophies and the good negotiator; the persuasion versus negotiation; the self-assessment and pre-negotiation preparation; the personal strengths and weaknesses; the emotional intelligence, characteristics of a good negotiator and the five stages of the negotiation process; the barriers to effective negotiation and when to use a team during negotiation; the 7 milestone of the sales process; and the different buyer's roles and the buyers decision process.



During this interactive course, participants will learn the the strategies for the phases of the buyer's decision process; the SPIN selling model; the negotiation tools for success, creativity and problem solving techniques, creativity tools and decision making techniques; the communication skills, conflict management styles, concession management, tactics and counter-measures; the different levels of negotiation rules; preparing "the envelope of negotiation" and mastering the "rule of halves"; setting a concession-making timeline; the negotiable issues, creating alternatives and the most common negotiating mistakes; and the advanced negotiation tactics.





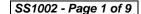




















Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Get certified as a "Certified Negotiator"
- Discuss negotiation philosophies, the good negotiator and persuasion versus negotiation
- Apply self assessment and pre-negotiation preparation as well as identify your own personal strengths and weaknesses
- Develop your emotional intelligence, describe the characteristics of a good negotiator and identify the five stages of the negotiation process
- Recognize the barriers to effective negotiation and when to use a team during negotiation
- Master commercial negotiation and explain selling versus negotiating
- Identify the 7 milestone of the sales process, the different buyer's roles and the buyers decision process
- Illustrate the strategies for the phases of the buyer's decision process including the SPIN selling model
- Apply negotiation tools for success, creativity and problem solving techniques, creativity tools and decision making techniques
- Carryout communication skills, conflict management styles, concession management, tactics and counter-measures
- Identify the different levels of negotiation rules, prepare "the envelope of negotiation", master the "rule of halves" and set a concession-making timeline
- Sort negotiable issues, create alternatives, identify the most common negotiating mistakes and apply advanced negotiation tactics

Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive "Haward Smart Training Kit" (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes electronic version of the course materials, sample video clips of the instructor's actual lectures & practical sessions during the course conveniently saved in a Tablet PC.

Who Should Attend

This course provides an overview of all significant aspects and considerations of negotiation skills for marketing and sales professionals, corporate executives, advertising managers, business development managers, sales personnel, purchasers and those who are involved in commercial and negotiation activities at all levels of the organization.

Course Fee

US\$ 5,500 per Delegate + VAT. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.



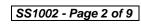




















Course Certificate(s)

Internationally recognized Competency Certificates and Plastic Wallet Cards will be issued to participants who completed a minimum of 80% of the total tuition hours and successfully passed the exam at the end of the course. Certificates are valid for 5 years.

Recertification is FOC for a Lifetime.

Sample of Certificates

The following are samples of the certificates that will be awarded to course participants:-







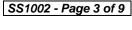




















Official Transcript of Records will be provided to the successful delegates with the (2)equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.





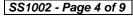






















Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

The International Accreditors for Continuing Education and Training (IACET-USA)

Haward Technology is an Authorized Training Provider by the International Accreditors 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 2018-1 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 2018-1 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 Accreditors 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.



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.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

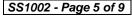




















Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Dr. Chris Le Roux, PhD, MSc, BSc, PMI-PMP, PMI-CAPM is a **Senior Project & Management Consultant** with over **45 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Project & Contracts** Management Skills, **Project & Construction** Management, **Project** Planning, Scheduling & Control, **Project** Management, Project Delivery & Governance Framework, **Project** Management Practices, **Project** Management Disciplines, **Project Risk** Management, **Risk** Identification Tools & Techniques, **Project Life** Cycle, **Project Stakeholder** & Governance, **Project Management** Processes, **Project Integration**

Management, Project Management Plan, Project Work Monitoring & Control, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Quality Assurance, Project Human Resource Management, Project Communications Management, Contract Management, Tender Development, Contract Standards & Laws, Dispute Resolution & Risk Identification, Myers-Briggs Type Indicator (MBTI), Organization Development Consultation, Advanced Debriefing of Emotional Trauma, Interpersonal Motivation, Model Based Interviewing, Leadership Orientation Programme, Coaching & Motivation, Creative Thinking & Problem-Solving Techniques, Emotional Intelligence, Presentation Skills, Communication & Interpersonal Skills, Effective Communication & Influencing Skills, Effective Business Writing Skills, Writing Business Documents, Business Writing (Memo & Report Writing), Leadership & Team Building, Psychology of Leadership, Interpersonal Skills & Teamwork, Coaching & Mentoring, Innovation & Creativity, Office Management & Administration Skills, Controlling Your Time & Managing Stress, Crisis Management, Strategic Human Resources Management, Change Management, Negotiation Skills, Strategic Planning, Risk Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding Customer Expectations, Corporate Governance Best Practice, Business Performance Management & Improvement, Building Environment of Trust & Commitment, Win-Win Negotiation Strategies, Quality Improvement & Resource Optimization, Neuro Linguistic Programming (NLP), Personal Resilience Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, Career Management, Situation & Behaviour Analysis, Interpersonal Motivation Skills, Inventory Management and Financial Administration. Further, he is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis. He was the Psychologist & Project Manager wherein he was responsible in the project management and private psychology practices.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the Director, Medico Legal Assessor Psychologist, Training & Development General Manager, Project Manager, Account Manager, Commercial Sales Manager, Manager, Sales Engineer, Project Specialist, Psychology Practitioner, Senior HR Consultant, Senior Lecturer, Senior Consultant/Trainer, Business Consultant, Assistant Chief Education Specialist, ASI Coordinator, Part-time Lecturer/Trainer, PMP & Scrum Trainer, Assessor & Moderator, Team Leader, Departmental Head, Technical Instructor/Qualifying Technician, Apprentice Electrician: Signals and Part-Time Electrician from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, ESKOM, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a PhD in Commerce Major in Leadership in Performance & Change, a Master's degree in Human Resource Management, a Bachelor's degree (with Honours) in Industrial Psychology, a National Higher Diploma and a National Technical Diploma in Electrical & Mechanical Engineering. Further, he is a Certified Project Management Professional (PMI-PMP), a Certified Associate in Project Management (PMI-CAPM), a Certified Scrum Master Trainer by the VMEdu, a Certified Instructor/Trainer and a Certified Internal Verifier/Assessor/Trainer by the Institute of Leadership & Management (ILM). Moreover, he is a Registered Industrial Psychologist by the Health Professions Council of South Africa (HPCSA), a Registered Educator by the South African Council for Educators (SACE) and a Registered Facilitator, Assessor & Moderator with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.



















Training Methodology

All our Courses are including Hands-on Practical Sessions using equipment, Stateof-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures

20% Practical Workshops & Work Presentations

30% Hands-on Practical Exercises & Case Studies

20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

Day i	
0730 - 0800	Registration & Coffee
0800- 0815	Welcome & Introduction
0815 - 0830	PRE-TEST
0830- 0900	What Negotiation is Really All About
0900 - 0930	The Many Faces of a Negotiation
0930 - 0945	Break
0945 -1030	Some Negotiation Philosophies
1030 - 1115	The Urge for Being a Good Negotiator
1115 - 1200	Persuasion Versus Negotiation
1200 - 1215	Break
1215- 1330	Self-assessment: The "Negotiating Style Profile"
1330 - 1420	Setting the Stage: Pre-negotiation Preparation
1420 - 1430	Recap
1430	Lunch & End of Day One

Day 2

0730 - 0830	Understanding Your Own Personal Strengths & Weaknesses
0830 - 0930	Developing Your Emotional Intelligence
0930 - 0945	Break
0945 - 1030	Characteristics of a Good Negotiator
1030 - 1130	The Five Stages of the Negotiation Process
1130 - 1200	Barriers to Effective Negotiation
1200 - 1215	Break
1215 - 1300	Team Negotiation: When to Use a Team
1300 - 1420	Mastering Commercial Negotiation
1420 - 1430	Recap
1430	Lunch & End of Day Two



















Day 3

0730 - 0830	Selling Versus Negotiating
0830 - 0930	The 7 Milestones of the Sales Process
0930 - 0945	Break
0945 - 1030	Identifying the Different Buyer's Roles
1030 - 1130	The Buyer's Decision Process
1130 - 1200	Strategies for the Phases of the Buyer's Decision Process
1200 – 1215	Break
1215 – 1300	The SPIN Selling Model (Situation Questions, Problem/Opportunity
	Questions, Implication Questions, Need-Payoff Questions)
1300 - 1420	Negotiation Tools for Success
1420 - 1430	Recap
1430	Lunch & End of Day Three

Day 4

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0730 - 0830	Creativity & Problem Solving Techniques
0830 - 0930	Creativity Tools
0930 - 0945	Break
0945 - 1030	Decision Making Techniques
1030 - 1130	Communication Skills
1130 - 1200	Conflict Management Styles
1200 - 1215	Break
1215 - 1300	Concession Management, Tactics & Counter-Measures
1300 - 1420	Different Levels of Negotiation Rules
1420 - 1430	Recap
1430	Lunch & End of Day Four

Day 5

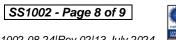
0730 - 0830	Preparing "The Envelope of Negotiation"
0830 - 0930	Mastering the "Rule of Halves"
0930 - 0945	Break
0945 - 1030	Setting a Concession-Making Timeline
1030 - 1130	Sorting Negotiable Issues & Creating Alternatives
1130 - 1145	Break
1145 – 1215	The Most Common Negotiating Mistakes
1215 – 1245	Advanced Negotiation Tactics
1245 - 1300	Course Conclusion
1300 - 1400	COMPETENCY EXAM
1400 - 1430	Presentation of Course Certificates
1430	Lunch & End of Course



















Practical Sessions

80% of this highly-interactive course is practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.



Course Coordinator

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