

Essentials of Negotiation Skills

By Praga



Decide with Confidence

INTRODUCTION

Essentials of Negotiation Skills present concepts that can be applied in scenarios that call for a “win-win” situation. When you learn to use these strategies, both involved parties will leave a bargaining situation with what they need. With this course, you will be able to negotiate in simple or complex situations, address the real issues, and resolve differences by understanding the fundamentals of human behavior you will learn how to approach a negotiation situation with confidence and get the results you want.

OBJECTIVES

At the end of the course, participants are targeted to learn to:

- Understand the need for systematic preparation for negotiations
- Understand the influence of individual personality on negotiation styles
- Recognize the constraints imposed by organizational culture
- Learn to use tactics to neutralize a power imbalance
- Learn proven techniques of effective negotiators from international research
- Learn about creating options for win-win outcomes
- Learn to confidently handle objections and difficulties
- Learn to implement strategies for their most common negotiation scenarios
- Learn to play a co-ordinated role in major team negotiations

COURSE OUTLINE

- Negotiation - A Definition
- The Negotiation Process
 - An insight to the process of negotiating
- Understanding the principles of exchange
- Styles of Negotiation
- Tough vs Soft Negotiators
- Insights to Top Negotiators
- Characteristics Of A Successful Negotiator
- Identifying Opportunities For Negotiation
- The Win-Win Negotiation
- The 6 Basic Steps In Negotiating
- The Pyramid model
- Common Pie-Expanding Errors
- Skills and Strategies
 - The Defense and Attack spirals
- Strategies- That DO NOT work
- Dealing with the unexpected
- Policies & Organizational Hazards
- Planning & Preparing Yourself
- Art of Skillful Communication
 - Working alone
 - Working in teams
- Identifying Objectives
- Understanding Body language
- Strengthening your position
 - The Four Step Approach
- Insights to The Six Laws of Negotiation

Essentials of Negotiation Skills

By Praga



Decide with Confidence

- Law of Dissonance
- Law of Obligation
- Law of Connectivity
- Law of Verbal Packaging
- Law of Involvement
- Law of Balance
- Preparing to think on your feet

Reflection – Application – Conclusion

Methodology

- Accelerated Training Approach- *Learning Design Re-patterning*
- Problem Based Learning
- Role-Play and Activity
- Case Scenario Analysis

ABOUT THE TRAINER – MR. PRAGA

Praga is a highly interactive and innovative trainer, whose work is mainly based on research and applied knowledge from extensive experiences in benchmarking organizations best practices. His training uniqueness comes from his Accelerated Training Approach which is built on Learning Design Re-patterning Model™ known by many to be entertaining, refreshing, yet filled with success formulas.

Praga is the co-founder of Accelerated Training Approach built on Learning Design Re-Patterning™ Model and a Fellow Member with the Institute of Therapies Management (London).

He holds a Degree in Business and several Diplomas in Psychology and Psychotherapy and a Masters in HRM & Organizational Psychology. He's also a:

- Certified Master Trainer in Psychotherapy
- Certified ATA Master Trainer
- Certified Psychometric Profiling Trainer
- Certified Trainer in Applied Counselling
- Certified Stress Management Trainer
- Certified NLP Master Practitioner
- Certified Master Life Coach
- Certified Behavior Management Specialist.

Praga is the only Singaporean to be certified as a Master Trainer with the Institute Therapist Management of London researching on Human Behavior. Praga travels extensively while working with many supporting partners globally. His expertise in training management are vast and some to name were in developing organizational framework, managing training initiatives, product/course development and customization, training facilitation and conducting needs analysis. teambuilding, among others. She has also worked with the Workforce Development Agency of Singapore to develop training content for the Employability Skills System.

Essentials of Negotiation Skills

By Praga



Decide with Confidence

Date: 16 April 2012, 9am – 5pm

Venue: TBA

Fee: [] S\$530 (before GST) for D&B Subscriber [] S\$640 (before GST) for Non-subscriber
(Includes materials, refreshments and lunch)

EARLY BIRD – Fax in your registration before 16 March to receive a 10% off regular fee
Or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off regular fee

Fax the completed registration form to 6778 3853

Participant(s) Information

Name 1: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Name 2: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Name 3: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Company's Information

Name of Company: _____

Address: _____ **(Postal Code)** _____

Telephone: _____ **Fax:** _____

Liaison Officer: _____ **Job Title:** _____

Email: _____ **(DID):** _____

Payment Information

[] D&B subscription units (Account no: _____)

[] * Cheque. *Please made payable to: Dun & Bradstreet (Singapore) Pte Ltd*

[] * VISA [] Mastercard [] Amex

Card no: _____ **Expiry date:** _____

Signature: _____ *(*GST applies for cheque & credit card payment)*

Cancellation Policies

1. A seat will be reserved upon receipt of completed registration form, and confirmation of seat upon payment received.
2. A substitute participant is welcome at no charge should you not be able to attend. Please provide the necessary details. Only cancellation made 7 working days before commencement is entitled to full refund of seminar charges (only applicable to cheque or credit card payment). No refund thereafter including no show during day of commencement. A complete set of materials will however be sent to you.
3. For D&B subscribers opting to pay through D&B subscription units, deductions would be made upon receipt of completed registration form. In the event of any postponement/cancellation of seminar by D&B; or withdrawal from seminar by participant(s), units deducted would not be credited. However, a replacement of seminar (of same value) would be given and to be utilized within 6 months.
4. D&B reserves the right to postpone or cancel the seminar for reasons whatsoever. In such a case, D&B will provide a full refund to registrants who have made cheque/credit payment towards the event and such registrants shall have no claims against the company.
5. D&B reserves the right to change venue due to unforeseen circumstances.