



Negotiation Skills Course Duration 2 Days

Our understanding of your requirements:

Based on our short conversation it is our understanding that you require a Negotiation Skills Programme for members of the Software Engineering Team. The team engages with Intel customers to facilitate the customisation of software to meet the customer's requirements.

Previous Negotiation Skills Programmes focused to a large degree on the theoretical as opposed to the practical elements. To facilitate the transfer of the knowledge gained in the classroom to the workplace we believe it is critical that participants get the chance to take part in simulated negotiations. The practical application of the theory should be based on their day to day experiences with clients.

The content outline below is indicative for our standard 2 day Negotiation Skills programme. Some content may or may not be applicable to the participants and we can customise it to accommodate a "best fit" based on further discussion with stakeholders and a selection of participants.

Indicative Programme Overview

Negotiation Skills

Indicative Programme Content – 2 day Programme

The following is indicative of what might be covered in a 2 day Negotiations Skills Programme. To facilitate participants achieving maximum learning from this Programme pre-course preparation is imperative. The pre-course work for this customized programme will comprise of psychometric assessments (Thomas Killman Conflict Handling and The Interactive Style Instrument), case studies and a selection of the following articles;

Negotiating with Customers who can't afford to loose

Breakthrough Bargaining



Practice of Persuasion

Managing Your Negotiation Team

Six Principles of Effective Persuasion

Gain, Loss, Effect in Messaging

Spirit of the Deal

The Power of Talk –Dominant Discourse

Six Habits of Merely Effective Negotiators

Improve Your Customer Service-Use Behavioural Science

Negotiation Concepts for the Practiced – skilled and willing to be up-skilled

- Recap on the toolbox of effective negotiation for experienced negotiators
- Getting back in the swing of negotiation tools, practices, tactics and strategies, that work
- Negotiation Practice 1

Distributive Negotiation

- A reality in the current climate–how to maximise a limited ‘pot’ and not hinder the potential for future negotiations
- Dilemmas of Distribution
- Claiming Value - You in action in negotiation
- Negotiation Practice 2



InspiringWays Training

Influencing to Move the Reticent and Resistant

- Principles of influence that allow you to ‘breakthrough bargain’ with clients (internal or external) that can’t afford to lose (and neither can you)
- How to demonstrate authenticity, consistency and expertise through confidence, credibility, competence and control in everyday negotiations
- Power of politics in Negotiations and influencing
- Negotiating in a regulatory environment
- Application to organisation – practice

Integrative Negotiation

- How to create value in the deal and the relationship while negotiating strategically
- Knowing how to price what ‘is on the table’ and how to get what you want from it, while leaving enough on the table for the other side
- Prepare effectively for negotiation [Phase 1] – learn how to use the 6-step preparation process that will allow you to prepare for complex negotiations in less than an hour
- ‘Plot and Price’ negotiations – to ensure relevance and ‘live’ application

Application to practice

- Harvard Case Study to practice the principles of creating value in integrative negotiations.

Negotiation Practice 3

Managing Differences –Conflict Handling Styles: Psychometric

- Be adept at adapting your social skills of handling conflict and resistance with customers -both internal and external & understand own bargaining strategies in negotiation
- Importance of trust and integrity in relationship and network building
- Prisoners dilemma exercise – consequential effect of transactions in negotiations

Negotiation Practice 4

The Phases of Good Negotiation [Phases 2, 3 & 4]

- What to pay attention to in opening negotiations to set the best foundation for success
- Tools for opening with a customer who does not want to negotiate with you (or even see you)
- Bargaining Power: Mapping concession patterns and using a range of bargaining tools while negotiating ‘the chess game that is your deal’



InspiringWays Training

- Mapping and Tracking bargaining strategies to build for early success and prioritise time on Major variables not minor concessions
- Recognising opportunities for closing and knowing how to take them and when
- Skills of highly effective negotiators
- Exercise in Collaborative Negotiation

Interacting for Maximum Effect: ISQ Psychometric

- How to persuade people to move with you: A behavioural approach to effectiveness –what to build on what to drop in the context of the organisation

Negotiation Practice 4

- Be more persuasive in everyday conversations while being yourself:
 - Persuasive Reasoning & Charismatic persuasion
 - Six principles of effective persuasion – Cialdini - Political Context negotiations

Exercise in 'Moving With 'Behaviour'

Managing the Relationship

- ***Negotiation Practice 5***
- Build a deal and maintain a relationship – the how to and the why
- Team Negotiation
- Harvard or Client Composed: the complexities of managing inter team negotiations