



شركة ميرك العربية السعودية
MEIRC Saudi Arabia

Effective Negotiation Skills

Duration 5 Days

Objectives

By the end of this course participants will be able to:

- ↳ Define negotiation process and its basic guidelines.
- ↳ Discuss different types of negotiation.
- ↳ Determine the ways of setting negotiation objectives and strategies that lead of pre-determined results.
- ↳ Define success factors for negotiation and the negotiation procedures stages beside the follow up of negotiation results. Apply require skills that leads to negotiation objectives realization with special emphasis on communication skills, problem solving and decision making, meeting management , presentation skills and conflict management

Course Outline

- 1. Effective Negotiation**
 - 1.1. What is negotiation and its components
 - 1.2. Types of negotiation
 - 1.3. Basic guidelines and success factors in negotiation
 - 1.4. Negotiation stages
- 2. Problem Solving and Decision Making Skills**
 - 2.1. Thinking, stress handling and problem solving
 - 2.2. What is a decision and negotiation situation
 - 2.3. Ten commandments of successful decisions
- 3. Negotiation Planning**
 - 3.1. Techniques for objectives setting and negotiation team determination
 - 3.2. Standards for choosing negotiation strategies
 - 3.3. Negotiation planning strategies
- 4. Meeting Management & Presentation Skills**
 - 4.1. What's meetings management & its relation to negotiation meetings time management
 - 4.2. Successful steps for negotiation meetings
 - 4.3. Presentations requirements and analysis of negotiation team
 - 4.4. Effective tools for getting ready for presentations
- 5. Negotiation Procedures**
 - 5.1. Negotiation stages and tactics
 - 5.2. Basics of successful negotiations and its associated tactics
- 6. Conflict Management**
 - 6.1. Types of conflicts and its sources
 - 6.2. Conflict stages and means of overcoming them
- 7. Communication and Conversation Handling Skills**
 - 7.1. What's communication process and its functions
 - 7.2. Communication types: Verbal and body language
 - 7.3. Basic guidelines for conversation handling
 - 7.4. Effective listening skills
- 8. What after Negotiation**
 - 8.1. Implementation and follow-up of negotiation results
 - 8.2. Evaluation of negotiation results