

# TRUST

Management & Education

## Trust Management Centre

### Singapore (Head Office):

One Fullerton, 1 Fullerton Road, Level 2, Singapore 049213

Tel: 65143217/20 Fax: 62415955 Email: [accounts@trustedu.com](mailto:accounts@trustedu.com) Website: [www.trustedu.com](http://www.trustedu.com)

### Branches:

**Philippines:** Unit 3-B Nicolas Bldg., Quirino Avenue, 8000 Davao City

**Lao:** Unit 21, Sisungvone Village, Saysettha Dist, Vientiane

**Vietnam:** 21st Floor Capital Tower, 109 Tran Hung Dao St. Hoan Kiem Dist. Hanoi Vietnam

**Cambodia:** #54, Street 63 Daun Penh, Phnom Penh, Cambodia

# NEGOTIATION SKILLS

*A Fast Paced 2-Days Highly Active Workshop with Lots of Practical Negotiation Exercises*

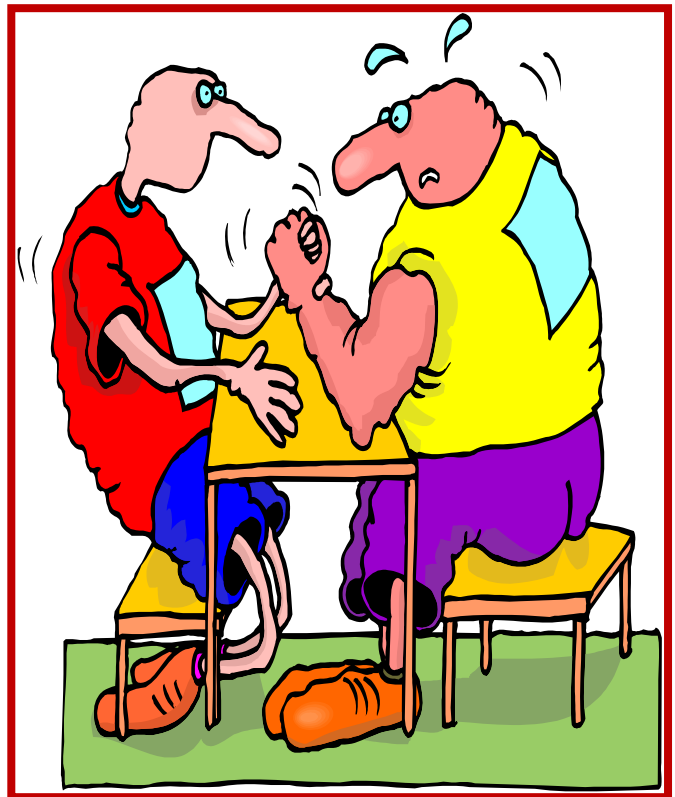
## DESCRIPTION:

We all use negotiation skills every day – often without realising it

By using these activities, your organisation will gain more confident, assertive and motivated people, more effective working relationships and more 'win-win' agreements. That's because good negotiating skills play a key role in business success.

In any organisation, negotiations take place at all levels. They're not limited to buyers and sellers, but involve anyone who needs the

time, expertise and co-operation of others to get their job done. This pack shows participants how to reach mutually satisfactory agreements - quickly and with the minimum of fuss.



# TRUST

Management & Education

## Trust Management Centre

### Singapore (Head Office):

One Fullerton, 1 Fullerton Road, Level 2, Singapore 049213

Tel: 65143217/20 Fax: 62415955 Email: [accounts@trustedu.com](mailto:accounts@trustedu.com) Website: [www.trustedu.com](http://www.trustedu.com)

### Branches:

**Philippines:** Unit 3-B Nicolas Bldg., Quirino Avenue, 8000 Davao City

**Lao:** Unit 21, Sisungvone Village, Saysettha Dist, Vientiane

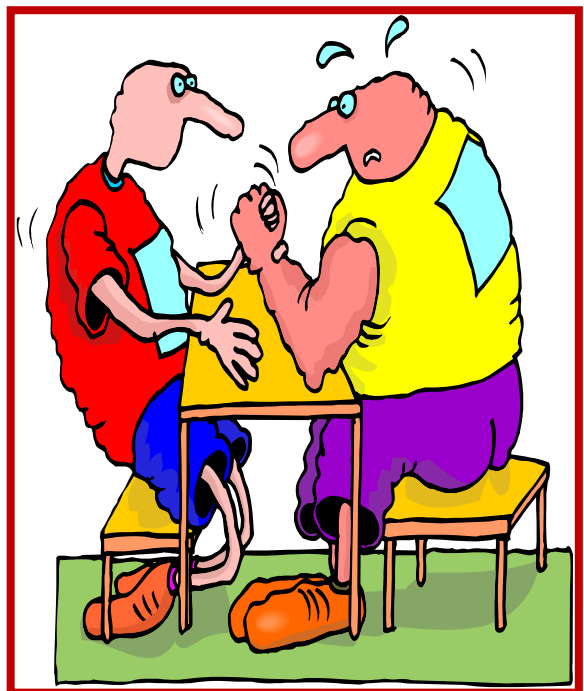
**Vietnam:** 21st Floor Capital Tower, 109 Tran Hung Dao St. Hoan Kiem Dist. Hanoi Vietnam

**Cambodia:** #54, Street 63 Daun Penh, Phnom Penh, Cambodia

## WORKSHOP OBJECTIVES:

The 19 activities are organized into four main sections to deal with different levels of skills development and practice. They are for use in negotiation skills development programs and in a wide range of other applications including:

- Interpersonal skills
- Selling
- Purchasing
- Influencing
- Objective setting
- Problem solving
- Team working
- Resource allocation
- Meeting skills
- Managing personnel issues



# TRUST

Management & Education

## Trust Management Centre

### Singapore (Head Office):

One Fullerton, 1 Fullerton Road, Level 2, Singapore 049213

Tel: 65143217/20 Fax: 62415955 Email: accounts@trustedu.com Website: www.trustedu.com

### Branches:

**Philippines:** Unit 3-B Nicolas Bldg., Quirino Avenue, 8000 Davao City

**Lao:** Unit 21, Sisungvone Village, Saysettha Dist, Vientiane

**Vietnam:** 21st Floor Capital Tower, 109 Tran Hung Dao St. Hoan Kiem Dist. Hanoi Vietnam

**Cambodia:** #54, Street 63 Daun Penh, Phnom Penh, Cambodia

---

## CONTENTS:

### INTRODUCTION AND AWARENESS

#### **1: Negotiating the Learning Contract**

*The Nature of Negotiation – Opportunities and Dangers*

To introduce participants to the concepts of negotiation. To agree the learning outcome and ground rules for the training programme..

#### **2: What is Negotiating?**

*Critical Components underlying the negotiation process*

To enable participants to understand the term 'negotiations'.

#### **3: A Four-Phase Model for the Negotiating Process**

*Pacing the Formal Negotiation Session Through Phases – Managing the Emotional Atmosphere*

To provide participants with a four-phase model to apply to the negotiation process.

# TRUST

Management & Education

## Trust Management Centre

### Singapore (Head Office):

One Fullerton, 1 Fullerton Road, Level 2, Singapore 049213

Tel: 65143217/20 Fax: 62415955 Email: [accounts@trustedu.com](mailto:accounts@trustedu.com) Website: [www.trustedu.com](http://www.trustedu.com)

### Branches:

**Philippines:** Unit 3-B Nicolas Bldg., Quirino Avenue, 8000 Davao City

**Lao:** Unit 21, Sisungvone Village, Saysettha Dist, Vientiane

**Vietnam:** 21st Floor Capital Tower, 109 Tran Hung Dao St. Hoan Kiem Dist. Hanoi Vietnam

**Cambodia:** #54, Street 63 Daun Penh, Phnom Penh, Cambodia

---

## 4: Identifying Key Negotiating Skills

*Process Observation – A key Negotiation Skill Structuring language for Cooperation*

To identify a number of the key skills used by effective negotiators.

## BASIC NEGOTIATION SKILLS

## 5: Preparation for Negotiations

*Development of a Systematic Framework – Choosing the Right Opening Move*

To demonstrate the importance of preparation in the negotiation process and to help the participants devise their own checklist to use when preparing for individual and team negotiations.

## 6: Seeing the Other Side

*Understanding What Drives the Other Party*

To explain how to focus on the benefits that a proposal offers the other party and to provide a tool for analyzing benefits.

# TRUST

Management & Education

## Trust Management Centre

### Singapore (Head Office):

One Fullerton, 1 Fullerton Road, Level 2, Singapore 049213

Tel: 65143217/20 Fax: 62415955 Email: [accounts@trustedu.com](mailto:accounts@trustedu.com) Website: [www.trustedu.com](http://www.trustedu.com)

### Branches:

**Philippines:** Unit 3-B Nicolas Bldg., Quirino Avenue, 8000 Davao City

**Lao:** Unit 21, Sisungvone Village, Saysettha Dist, Vientiane

**Vietnam:** 21st Floor Capital Tower, 109 Tran Hung Dao St. Hoan Kiem Dist. Hanoi Vietnam

**Cambodia:** #54, Street 63 Daun Penh, Phnom Penh, Cambodia

---

## **7: Questioning and Listening**

### *Planning Effective Counter-Tactics*

To develop participants' questioning and listening skills for negotiating situations.

## **8: Negotiating a Range of Variables**

### *Making and getting Meaningful Concessions – Developing Future Negotiation Action Plans*

To devise a negotiating process and skills framework for the participants to use in future negotiations.

## **9: Moving to Agreement**

### *Locking In the Final Offer*

To enable participants to use different ways of closing a negotiation to reach an agreement.

## **10: Agreeing What's Been Agreed**

### *Creating Lasting Commitment to Implementation*

To demonstrate the importance of recording agreements and how they have been reached a negotiation

# TRUST

Management & Education

## Trust Management Centre

### Singapore (Head Office):

One Fullerton, 1 Fullerton Road, Level 2, Singapore 049213

Tel: 65143217/20 Fax: 62415955 Email: [accounts@trustedu.com](mailto:accounts@trustedu.com) Website: [www.trustedu.com](http://www.trustedu.com)

### Branches:

**Philippines:** Unit 3-B Nicolas Bldg., Quirino Avenue, 8000 Davao City

**Lao:** Unit 21, Sisungvone Village, Saysettha Dist, Vientiane

**Vietnam:** 21st Floor Capital Tower, 109 Tran Hung Dao St. Hoan Kiem Dist. Hanoi Vietnam

**Cambodia:** #54, Street 63 Daun Penh, Phnom Penh, Cambodia

---

## ADVANCED NEGOTIATION SKILLS

### **11: Interactive Behaviors**

*Recognizing and Developing Style Flexibility – Non-Verbal Style in negotiation*

To enable participants to recognise, understand and make effective use of non-verbal and verbal behaviors in a negotiation.

### **12: Power: How to Recognise It and How to Use It**

*Negotiation Tactics – Influencing the Power Balance*

To introduce participants to the concept of power in negotiations and to help them understand how to maximise their own levels of power and offset or limit the power of others.

### **13: Influencing Strategies**

*Development of Negotiation Strategy Options*

To identify a range of strategies that can be used to influence others in a negotiation.

### **14: Developing Trust in Negotiations**

To explore the concepts and effects of trust and betrayal.



**Singapore (Head Office):**

One Fullerton, 1 Fullerton Road, Level 2, Singapore 049213  
Tel: 65143217/20 Fax: 62415955 Email: accounts@trustedu.com Website: www.trustedu.com

**Branches:**

**Philippines:** Unit 3-B Nicolas Bldg., Quirino Avenue, 8000 Davao City

**Lao:** Unit 21, Sisungvone Village, Saysettha Dist, Vientiane

**Vietnam:** 21st Floor Capital Tower, 109 Tran Hung Dao St. Hoan Kiem Dist. Hanoi Vietnam

**Cambodia:** #54, Street 63 Daun Penh, Phnom Penh, Cambodia

---

**15: Offers and Counter-offers**

*Breaking Negotiation Deadlocks*

To identify the skills needed when making and considering offers.

**16: Collaboration v Competition**

To explore the dynamics and effects of power and trust in multi-party negotiations.

**NEGOTIATION PRACTICE**

**17: The Charities Committee: Multi-party Negotiations**

To explore and give practice in negotiating in a multi-party situation and to give practice in negotiating over potentially emotive issues.

**18: Halley's House: Negotiations Within and Between Teams**

To enable participants to prepare for and undertake a set of negotiations involving multiple issues.

**19: Aiph-Beta: Negotiations Within and Between Organisations**

To provide participants with the opportunity to negotiate an agreement in a highly complex



**Singapore (Head Office):**

One Fullerton, 1 Fullerton Road, Level 2, Singapore 049213  
Tel: 65143217/20 Fax: 62415955 Email: [accounts@trustedu.com](mailto:accounts@trustedu.com) Website: [www.trustedu.com](http://www.trustedu.com)

**Branches:**

**Philippines:** Unit 3-B Nicolas Bldg., Quirino Avenue, 8000 Davao City

**Lao:** Unit 21, Sisungvone Village, Saysettha Dist, Vientiane

**Vietnam:** 21st Floor Capital Tower, 109 Tran Hung Dao St. Hoan Kiem Dist. Hanoi Vietnam

**Cambodia:** #54, Street 63 Daun Penh, Phnom Penh, Cambodia

---

and realistic scenario.

**WHO SHOULD ATTEND:** This workshop is helpful to all levels of the organization where communication is vital for efficiency and productivity. This workshop is essential for all supervisory and above staff, Potential Team Leaders, Salespersons, Administrators, Executives, Managers and Directors.

**LENGTH:** 2 days

**SUPPLIED MATERIALS:** Participant Reference Guide

**Methodology:** Group Discussions, Case studies, Practical Exercises, Role Plays and Negotiator's Profile Assessment Guide.