



Soft Skills



Negotiating Skills and Closing Deals Successfully



2 Day Course



Classroom or Virtual Blended Training



Accredited Course

Aligned to Unit Standard 117853 (8 credits) in the Generic Management Level 5 Qualification.



About the Course

 **Classroom:** R 6, 850 Excl. VAT | **Virtual Training:** R 6, 200 Excl. VAT

Many people in business have not been exposed to the powerful negotiation skills, tools, tips and techniques that lie behind successful negotiating.

In fact, most people negotiate on a daily basis without even knowing why they are successful or not. This makes it all the more important to fine-tune your negotiation skills to succeed both in business and in your personal life.

This practical 2-day **Negotiation Skills** course will demonstrate the best way to run a negotiation – from ice breaking to closing the deal.

A highly experienced negotiator will demonstrate, step-by-step, and with the aid of case studies and practical exercises, how to apply a range of powerful negotiation techniques to ensure that you always remain in control.



[View Public Dates](#)



2 Days



Accessible from any Location on any Device



Certificate of Attendance

 **Course aligned to Unit Standard 117853 (8 credits) in the Generic Management Level 5 Qualification.**

Unit Standard Assessment is optional but charged an additional fee of R 1, 450 Excluding VAT per delegate.

What you will learn

- Introducing a framework for all types of negotiation
- Planning sufficiently for successful negotiations
- Choosing the right style for what you want to achieve
- Initiating effective negotiations gently
- Using emotion and power to your advantage during the negotiation process
- Building relationships during the negotiation process
- Employing specialist communication techniques
- Responding to common tactics and handling dirty tricks during negotiations
- Defusing conflicts and breaking negotiation deadlocks
- Concluding deals and checking that you have achieved the desired result

Who should attend

Perfecting this critical business skill of tactical business negotiation should form part of every person's continual development plan as it allows professionals to continually achieve both their individual and organisational goals.



“The course was enlightening and motivating. The powerful negotiation tips and skills that I've learnt will definitely improve my approach and confidence to close deals going forward.”

- **Supervisor,**
Beckman Coulter South Africa

Course Programme Agenda

Understanding the Framework to any Negotiation

- Know The do's and don'ts of the negotiation game
- Identify the difference between hard versus soft negotiation and their associated benefits
- Debunking the myths of negotiating
- Discover why positional bargaining rarely leads to satisfactory outcomes
- The 4 basic elements in any negotiation that must be kept separate: People, Interests, Options, Criteria
- How to win negotiations without going to war

Planning a Successful Negotiation

- Understanding and selecting the most suitable personal approach when negotiating with various people
- Discover how to plan effectively through intensive information gathering
- Forecast possible negotiation issues by using a pre-negotiation planning checklist
- Identify your "Best Possible Outcome" and determine your "Last Resort Agreement"

Choosing the RIGHT Negotiation Style

- Understand the primary negotiating styles and discover which style suits you best: Compromise, Competitive, Accommodate, or Withdraw
- Know how to identify and respond to each style when it is encountered
- The characteristics of a practical and effective negotiator

Developing and Testing a Hypothesis

- Developing feasible explanations / theories of what might have caused the problem from all the information you gathered and comparative thinking you applied
- Exhausting all possible explanations and theories that might exist
- Tabulating all this information clearly and presenting it with authority
- Identifying the explanation or theory that explains the root cause of the problem better than any other explanation or theory

Initiating the Negotiating Process

- Discover how to use ice breakers and discussion starters that set the tone
- Know how to make an opening that supports your credibility and places you in a strong position
- Realise the importance of personal appearance and rank when negotiating deals

Using Emotion and Power to your Advantage

- Handling various emotions to improve the emotional climate
- Discover the causes of fear & uncertainty, and how to address and overcome these in the meeting
- Understand the impact of deadlines and how these can be used to your advantage
- Know the sources of negotiation "power" and how to increase your "power" position

Relationship Building during Negotiations

- How to create a "rapport" with other parties
- Use practical suggestions for building trust and developing relationships for win-win collaborations
- Understand how to focus on interests rather than positions to progress the negotiation
- Turn a negotiation rival into a loyal and trusted business partner

Specialist Communication Techniques in Negotiations

- Know how to implement active listening strategies
- Use questioning techniques to steer the negotiation
- Discover at least 20 tips for communicating effectively during a negotiation
- When it gets tough, apply proven techniques to manage your own anger as well as others

Responding to Negotiation Tactics and Handling Dirty Tricks

- Learn how to recognise and effectively respond to at least 32 dirty tricks in negotiations
- Apply recovery techniques should you find yourself in a weak "power" position
- Apply methods to neutralise "power tactics" and games that others may try to use on you
- Counter-tactics - learning to fight "fire with fire"

Defusing Conflicts and Breaking Deadlocks

- Apply proven methods of conflict resolution techniques to diffuse a "tense" negotiation when appropriate
- Know how and when to use deadlocks as a tool and some practical techniques to help you break them
- Know how to deal with unfair demands, hostility or contempt from the other party

Concluding the Deal and Checking the Result

- Discover methods for eliminating the risk of "post negotiation surprises"
- Apply the 6 most important criteria for judging the success of a negotiation
- Analyse your performance and compare it to the "best possible outcome" for future improvement
- Know & avoid the most common mistakes negotiators make at the end of a negotiation



Short Course Training Formats

We offer 2 Short Course Training Formats, to fit in with your staff development and upskilling objectives.



Public Training

Public training is the ideal choice to develop a specific skill, and it gives employers the opportunity to pre-plan staff training in advance. Every month, we pre-schedule various short courses for the public.

*Classroom training (Johannesburg only) and Blended / Virtual Training (nationwide) is available.



Onsite / In-House Training

Have a group of delegates and want a tailored organisation-specific training solution? Onsite training is the perfect choice! We can customise your staff training to meet your organisation's needs on a date and at a venue that suits you.

*Classroom training (nationwide) and Blended / Virtual Training (nationwide) is available.

Blended training is available on these popular platforms:



Benefits of this Short Course



Staff Acquire Vital Skills



Increases Efficiency and Productivity



Motivates and Empowers Staff



Future-Proofs your Workforce's Abilities



Immediate Impact on Job Performance



Can lead towards a Competitive Advantage



Can Count towards your B-BBEE Score



Staff can Earn Credits towards a Qualification*



Provides a Great Networking Opportunity

Features of this Course



Accessible from any Geographic Location



Expert Facilitators



Practical and Intensive Sessions



Researched to Meet Workplace Demands



Skills you can 'Plug-and-Play' into the Workplace



CBM On-Demand

Training when YOU need it!

No public training short course scheduled on a date when you need it most? No problem. With **CBM On-Demand** we can schedule any course you want, for as many delegates as you need, when YOU want to!

All you need to do to arrange your 'On-Demand' course is to get in touch with us on (011) 454 5505 or email cassidy@cbm-training.co.za. Let us know what your skills development requirements are and we will then arrange your On-Demand course, when YOU need it.



Interested? Here's the Next Step



SIGN UP NOW AND SECURE YOUR PLACE

1. [Click here](#) to register online.
2. Select the training methodology you prefer and the date you would like to attend.
3. Click "make a booking" and fill out the quick online registration form.
4. Choose your payment method to finalise the booking and pay via EFT or credit card.

OR

Click on the buttons below to get a cost estimate before booking.

[Work out a Cost Estimate](#)

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HAVE ANY QUESTIONS?

Our professional customer support team is eager to assist and provide you with comprehensive advice and recommend effective skills training solutions.

[Click here](#) to start a live chat with an agent *(available during business hours only)*.

Alternatively, call us on +27 (0)11 454 5505 or email info@cbm-training.co.za.

ACCREDITATION AND B-BBEE



CBM Training holds full institutional accreditation status with the Services SETA – accreditation number 0057.



CBM Training has a B-BBEE Level 2 certificate. We have been evaluated and audited by the BEE Verification Agency.

GET IN TOUCH

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