



Negotiating & Dispute Resolutions

Who should attend?

This module will be best suited to those who have a fundamental ability in negotiating but want to increase their formal knowledge and enhance their practical skills. The course is aimed at staff at all levels and is applicable to staff from a wide range of business disciplines including engineering, design, project management, production, finance, sales & marketing, business development, purchasing, procurement, commercial and general management. Those who will benefit most will have a current or planned interface with internal “suppliers or customers” or external suppliers or customers through which contracts are negotiated.

Objectives:

By the end of the program, participants will be able to:

- Understand the different phases of the negotiation process
- Recognize the significance of planning and objective setting
- Achieve ‘win-win’ outcomes within the bargaining process
- Engage in negotiations with confidence
- Identify the causes of disagreements & disputes
- Understand the significance of disputes and the long term impact they can have on relationships
- Identify and use strategies to resolve the causes of disputes, rather than deal with symptoms
- Be sensitive to situations and issues likely to result in disputes
- Have confidence in confronting and managing disputes
- An overall objective is to create a supportive learning environment where participants are able to practice newly developed skills.
- The creation of an enjoyable learning environment will facilitate the realization of the course objectives

Course Outline

Programmed Introduction

Fundamentals of Negotiation

- Negotiation defined
- Disputes and the need for resolution
- Place of negotiation in the contractual resolution process
- Commercial impact of the breakdown of negotiations
- Best Alternative To a Negotiated Agreement (BATNA)



- The four phase process of negotiation
- Preparation
- Discussion
- Proposal
- Bargain & Close

The Negotiator's Toolbox

- Preparation
- Negotiating position setting
- Prioritization
- Entry & exit points
- Information needs
- Team negotiation - roles
- Discussion
- Conducive environment
- Relationship building
- Information acquisition
- Forms of questions - open, closed, comparative
- Proposal
- The conditional proposal - "If/then..."
- Unconditional proposals - "Thank & Bank"
- Degrees of freedom
- Bargain and Close
- Trading up and Trading down
- Concessions
- Recording the outcome

Negotiating Styles, Tactics and Ploys

- Cultural & international issues
- Red, Purple & Blue negotiators
- Non-verbal communication
- Interpretation of Signals - arms, legs and eyes
- What is in a handshake?
- Spatial zones and spatial awareness
- Make time your friend
- Silence as a tactic and how to counter it



- Ploys as “power plays” and how to counter

Personal Fitness and Dealing with Difficult Negotiations

- Interests, positions and escalation
- Push/pull
- Good guy/bad guy
- Negotiator as a Mediator
- Team negotiations
- Proposals and persuasion
- What’s In It For Me (the WIIFM solution)
- Personal skills fitness check

Putting it All Into Practice

- Negotiation case study
- Team allocation and simulation exercise
- Analysis of performance
- The Do’s and Don’ts of Negotiating
- Improving what we do – action planning

