

**OFFICE**

STR. CALOIAN JUDETU, NR.3A,  
SECTOR 3, BUCURESTI, COD 031111

**PHONE**

+4 021 326 81 70

**FAX**

+4 021 326 81 70

**EMAIL**

INTERACT@I-INTERACT.RO

**WEB**

[WWW.I-INTERACT.EU](http://WWW.I-INTERACT.EU)

# EFFECTIVE NEGOTIATION SKILLS<sup>©</sup>

## The Course

The course is suitable for sales people who sell according to target. Or staff that need to negotiate agreements internally or externally with suppliers and clients.

A practical approach to the negotiation process, this course includes a case study that allows participants to experience the negotiation through role plays and exposure to real life situations. The two day course asks participants to identify each party's interests and alternatives and brainstorm on alternative ways to reach a win-win situation.

## Learning outcome

- Assertive negotiation of difficult situations with a mutual rewarding result
- Create win-win situations through analyzing all possible alternatives to the final result
- Avoid negotiation blockage
- Better leverage through identification of alternatives.

## Course details

Minimum 6, maximum 12 participants in a group

Period: 2 days, 9:00 to 17:00

Trainers: Stefan Palarie

# AGENDA

## **1. DEFINITIONS OF NEGOTIATION**

- Negotiation style
- Commitment, mutual interests, differences

## **2. PREPARATION OF NEGOTIATION**

- Am I ready to negotiate?
- Classification of PIT needs
- Preparation of alternatives
- Evaluation of alternatives

## **3. AGREEING ON THE DIALOGUE FRAME**

- Summary techniques
- Confirming differences
- Setting the discussion agenda

## **4. THE NEGOTIATION**

- “What” and “Why’s” of PIT
- Testing alternatives
- Inviting for opinions
- Outlining agreement benefits
- Confirming the agreement

## **5. CONCLUDING THE NEGOTIATION**

- Consolidation of agreements
- Setting the next steps