

# Negotiating for Success (Online)

## Course Objective

- Identify your personal negotiation style
- Understand common mistakes made when negotiating
- Learn how to deal with different types of negotiations
- Recognize and exploit negotiating opportunities
- Use negotiation tactics and strategies
- Use negotiation as a conflict management tool
- Learn how to read non-verbal behaviors when negotiating
- Understand cross-cultural differences when negotiating
- Strategies to handle ploys, gambits and tricks

## Target Audience

This course is designed for executives, managers, professionals, sales people, real estate agents, customer service representatives, teachers and executive assistants who want to achieve greater job efficiency without compromising on their existing positions.

## Course Outline

### ➤ Getting What You Want

- The fundamentals of negotiation
- Overcoming personal negotiation roadblocks
- Negotiation Stance Inventory
- Distributive and Integrative negotiation
- Why negotiate? Issues vs. objectives
- Positional and interest-based negotiation
- The four sins of negotiation
- Fixed-pie perceptions
- Preparing to negotiate
- Understanding needs and perspectives

### ➤ The Negotiating Environment

- Predict typical negotiating opportunities
- Sharing and expanding the negotiation pie
- Understanding risk propensity
- Assessing the other party
- Understand negotiation styles

### ➤ Negotiation Scenarios

- Positional negotiation versus interests negotiation
- Exploring options
- The mixed-motive model
- Knowing your BATNA
- Dealing with aggressive opponents

### ➤ Negotiation Strategies

- Slicing the pie- Distributive negotiation
- Expanding the pie- Integrative negotiation for a win-win
- Strategies for a win-win outcome
- Understanding cross-cultural differences when negotiating
- Using non-verbal communication strategies

## Methodology

Learning the basic tricks to negotiate is only half the battle won. Apart from conceptual lecturing, this course will incorporate interactive games, realistic role-plays and active learning processes to further strengthen the learning. Participants will also be engaged in interesting case studies and examples from which they can pick up effective negotiation tips.

## Course Fees

Type	Full Fees (inclusive 7% GST):
Member	\$428.00
Non-member	\$535.00

## Trainer

Caroline has more than 17 years of invaluable experience as an Editor of lifestyle and technical publications and 15 years teaching business management, environmental and soft-skills communication. During her numerous corporate exposure with local and foreign participants, Caroline has provided counselling and coaching services to many multicultural individuals and teams while also mentoring fellow educators in developing their professional skills. Caroline's wide ranging expertise in the field of communication and management is just one half of the equation as her focus lies in the other where corporate education must always serve the business need and that any development intervention is an investment that must deliver a return. In this respect, Caroline uses a combination of tailored activities and has mastered the art of utilising pedagogical methods with minds! Her pragmatic real world approach ensures that she understands and responds to the real pressures and issues faced by adult learners especially. By closely observing and identifying individuals with special learning needs, she has maintained that experiential, innovative teaching methods and highly interactive curriculum are key motivational factors that enhance one's communication and personal development skills.

### Online course via ZOOM

**Dates (2021)** : ♦ 21-22 Jan ♦ 11-12 Mar  
♦ 10-11 Jun

**Duration** : 2 days, 9am to 5pm (14hrs)

**Course Venue** : SNEF Corporate Learning Centre @ Tanglin

**Register online at SNEF website**

<https://snef.org.sg/digitallearning/>

## Enquiries:

Kelly DID: 6827 6929 / Training hotline: 6827 6927

Email : [kelly\\_choa@snef.org.sg](mailto:kelly_choa@snef.org.sg) / [trg@snef.org.sg](mailto:trg@snef.org.sg)