



**CONGRUENCE**

Co Reg Nr: 1999/10343/07

SERVICES SETA: 0522

## Win-Win Negotiations

**Duration: 2 or 3 days depending on brief from client.**

This programme is aligned to national unit standards, L4 - 5.

Formal assessment can be arranged separately.

### **Purpose and outcomes**

The purpose of this programme is to equip delegates to:

- ✓ Understand the need for negotiation skills in business
- ✓ Plan a negotiation strategy and apply the steps in the negotiation process to an authentic situation,
- ✓ Understand the nature, forms and context of negotiation
- ✓ Be able to apply the principles of negotiation
- ✓ Understand and be able to use different negotiation styles, tactics and methods.

### **Target group**

This workshop is useful for anyone involved in situations where negotiation skills are required. Junior and mid-level managers including, but not limited to: team leaders, supervisors, first line managers and section heads. Delivery and content is adapted to the level and needs of the delegates. For maximum effectiveness and participation, no more than 16 delegates are accommodated per programme, 14 delegates being ideal.

### **Methodology**

Our facilitators use PowerPoint visual presentations, international best practice videos, role-play, and case studies. The programme is participative. A certificate of attendance is awarded upon completion of the programme and assessment against [SAQA Unit Standards](#) can be arranged separately. We make use of videos, guided discussion, and syndicate projects, as well as experiential skill building exercises such as case studies and skill practices.

The focus is on the practical approach to negotiations, encouraging individual mastery and responsibility for skill transfer.

# Outline

## Introduction:

### Purpose and objectives for the workshop

1. Types of negotiations handled by delegates
2. Common problems experienced by the delegates in these negotiations
3. Implications of not dealing with negotiations effectively
4. Personal goals for the workshop

## Module 1:

### The need for negotiation skills in business

1. The changing nature of the workplace and democratization.
2. The kind of decisions that managers are required to negotiate
3. The negotiation climate
4. Perceptual selectivity
5. The influence of space and position

## Module 2:

### Factors influencing the negotiation process

1. Opposition as a source for negotiation
2. The principles of effective negotiation (Video: Tying the Knot)
3. Alternative forms of negotiation
  - Collective bargaining
  - Persuasion
  - Mediation
  - Arbitration
  - Lobbying
  - Talks
4. Characteristics of skilled negotiators
5. Negotiation Styles (Video: Dealing with Conflict)
6. How to facilitate a mutually satisfactory solution

## **Module 3:**

### **Steps / phases in the negotiation process & role play (Video: It's a deal)**

#### **Phase 1: Planning**

1. Set objectives
2. Decide fallback position
3. Identify tradables
4. Set trading limits
5. Plan “what if” strategies and supporting arguments

#### **Phase 2: Bargaining**

1. Get the results on the table
2. Ask questions
3. Clarify
4. Trade concessions
5. Conclude

## **Module 4:**

### **Negotiation Strategies**

1. Strategies used in negotiation
2. How to beat dirty negotiation tactics
3. Dealing with delay tactics
4. Dealing with deadlock
5. Closing signals

### **Conclusion**

Foreign negotiation  
Inter-cultural negotiation

### **References & further reading**