

Negotiation Skills

Course Overview

Face-to-face negotiations are crucial aspects of inter-organizational relationships like joint ventures, mergers and acquisitions, licensing and distribution agreements, and sales of products and services. As the proportion of foreign to domestic trade increases, so does the frequency of business negotiations between people from different countries and cultures. To successfully manage these negotiations, businesspeople need to know how to influence and communicate with members of cultures other than their own.

Business negotiations are used not only by management and sales/ purchasing representatives, but by virtually everyone involved in the day-to-day operation of the company. Negotiation is a better way to motivate others to cooperate rather than using pressure and domination strategies that may work in the short term, but ultimately causes distrust and resentment - and ultimately, profits.

This workshop will utilize Transfer of Learning Methodologies to ensure that all skills learned in the workshop are implemented in the workplace. This entails action-learning and experiential activities using a range of interactive and experiential exercises, debates, case studies, games and visual images/video, through which participants will apply and practice workshop concepts in a safe environment to guarantee successful transfer of knowledge to the workplace.

Course Outline

- Negotiation - the nuts and bolts
- Alternatives to negotiation
- Negotiation - the facts and figures
- Essential Negotiation processes
- Principled Negotiation
- Negotiation types and media
- Approaches to negotiation
- Attitude and approaches in negotiations
- Behavioral skills in negotiation
- Negotiations - personal and communication styles
- Negotiations in practice
- The Do's and Don'ts of negotiation
- Common tricks and ploys
- Negotiating across cultures
 - The East and West in negotiation
 - Capitalizing on the cultural diversity not differences
 - People are still negotiating with people.
- What to do next if the negotiation fails?

Experiential Learning Activities

- The Negotiation Boot Camp Drills- Scenarios and cases
- Negotiate to Win/Win©- Simulation Game
- The Business Game™- Experiential Learning Tool

Learning Objectives

Upon completion of this course, participants will be able to:

- Ensure success in every negotiation
- Use greater adaptability to different situations
- Shift the balance of power during negotiations
- Be better prepared against the tactics and ploys of other parties
- Understand when to stand firm and when to make concessions
- Improve relationships with clients / business associates.

Who Should Attend

- All managers and supervisors.
- Purchasing officers.
- Customer service managers.

Course Duration: Two days from 9:00AM to 4:00PM

Registration Deadline: One week before the course date

Course Fees

- 1500 EGP (Registration is confirmed only upon payment)
- Fees include materials and attendance certificate
- Complimentary coffee breaks, juices and light lunch

Course Venue:

Top Business premises: 17, Abdel Wahab Selim Elbeshry St. Sheraton Heliopolis, Cairo, Egypt.

For Registration

- Logon to www.topbusiness-hr.com/Course_Register to fill a registration form. Alternatively you can request a registration form by mail from: training@topbusiness-hr.com.
- Payment should be made one week prior to course.
- Payment by cheque in Top Business's name or cash to our address.

For More Information

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