Kwelanga | TRAINING
engage | inspire | elevate

COURSE OVERVIEW

Negotiating Skills

[2 Days]

COURSE CONTENT

Introduction to Negotiation
- Defining negotiation
- Characteristics of a good negotiator
- Understanding individual negotiating styles

The Preparation Phase
- Clarifying goals and establishing limits
- Assess your power base
- Preparing yourself psychologically – determining your authority
- Preparing for a team negotiation – allocating roles
- Gathering information – learning about the opposer

Important People Skills for Successful Negotiators
- Communication and people skills for a successful negotiator
- Effective questioning techniques
- Active listening skills
- How perceptions, points of view and assumptions affect negotiations
- The importance of reading body language
- Exploring cultural differences and diversity in negotiations
- Understanding personality types
- Adapt communications for personality types

The Negotiation Process
- Preparation – agenda strategies
- Choice of venue
- Setting the climate and ground rules on the day
- Probing, building bridges and establishing rapport
- How to distinguish and satisfy the needs of others
- Demonstrating persuasive and assertiveness techniques
- Using compromise, synthesis and synergy
- Pressure: the issue of time
- Strategies and tactics used in negotiations
- Steps for closing the deal
- Types of closes

INTRODUCTION

This programme equips participants with essential techniques and communication skills to enhance negotiation outcomes. This practical workshop emphasises both behavioural insights and strategic techniques, fostering heightened awareness during negotiations. Participants will learn to understand the other party's perspective, maintain professionalism, and build lasting relationships throughout the negotiation process.

TARGET AUDIENCE

This is essential for employees engaged in daily negotiations. It benefits anyone negotiating with internal and external customers, managing interpersonal conflicts, or requiring persuasive sales skills, including those involved in mid-level negotiation forums. Participants will gain valuable knowledge and skills to enhance their negotiation effectiveness.

WHAT WE OFFER

- Public Courses vs Closed Group Training
- Face-To-Face Training (F2F)
- Virtual Instructor-Led Training (VILT)
- Customisation
- Impact Compass

TRAINING METHODOLOGY

Our training methodology is designed with a core focus: to ensure that the knowledge acquired translates into tangible results, adding substantial value and visibly improving performance within the workplace.

We employ an outcomes-based approach, fostering active engagement through highly **interactive, facilitator-led** sessions.

VALUE ADDED SERVICES

Personal Elevation Plan
Contact The Coach

info@kwelangatraining.co.za
www.kwelangatraining.co.za
+27 11 704 0720/4

First Floor, Process House, Epsom Downs Office Park,
13 Sloane Street, Bryanston, Sandton, 2060