

A LDI Training Course

Negotiation and Influencing Skills

By **LDI Instructor**

Introduction

In today's competitive global economy, negotiations may involve intense interactions in resolving a series of complex issues that affect multiple parties. Whether selling a product, allocating resources for a project or making decisions, negotiation is inevitably at the center of the process. To achieve win-win results, negotiators need highly developed skills and strategies to guide them through the intensive preparation and execution. Your ability to negotiate will decide whether you will get what you want and settle for what the other side will give you.

In this hands-on, hard-hitting course, participants will learn how to strengthen their negotiation skills through classroom game sessions, extensive role-play and classroom exercises. Participants will receive feedbacks from the instructor that will help improve their ability to influence and negotiate effectively.

Benefits of Attending

At the end of the course, you will be able to :

- Identify the nature and purpose of negotiation
- Understand the components of effective negotiation
- Recognize how behavioral style affects the negotiation process
- Develop an effective plan and strategy for any negotiation
- Discover your personal negotiating styles
- Influencing for positive results
- Recognize interests and issues and avoid unnecessary positions
- Create mutual gain and win-win outcomes by being objective
- Resolve conflicts and avoid deadlocks

Course Outline

- Introduction
 - The Need to Negotiate
- Know yourself and the other side
 - Assessing Individual Negotiating capabilities and styles
 - The behavior and interpersonal skills of successful negotiators

- Elements of Negotiation
 - Keys elements that affect negotiations planning and outcomes
 - Analyzing needs: yours and theirs
- Planning for Negotiations
- Win-Win Negotiation
 - The strategy and tactics of win-win negotiation
 - Negotiating priorities, work loads, deadlines, resources
 - Negotiating using telephones and technology
- Dealing with Difficult People
- Power of Influencing in negotiation
- How to influence for positive results
- Understand body language and non verbal cues
- Identify positive aspects and results for moving forward
- Understand yourself and the other party
- Solving problems and conflicts

Who Should Attend

This course benefits everyone. It is especially important for:

- Managers and Supervisors
- Group and team leaders
- Purchasing and logistics personnel
- Contracts specialists and lawyers
- Government relations and PR personnel
- HR specialists
- Engineers and geologists

Methodology

A variety of learning methods will be used in this highly practical course. There will be lectures, case studies, class discussions, individual and group exercises and role plays.