

## A LDI Training Course

# EFFECTIVE NEGOTIATION SKILLS

*by*  
**LDI Instructor**

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### 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 one-on-one personal feedback that helps improve their ability to communicate and negotiate in complex and difficult negotiation situations.

### 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
- 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
- Negotiation in Teams
  - Assessing your team's strengths and weaknesses
  - Preparing to negotiate as team
  - Acquiring key information from counterparts
- Multi-Party /Issue Negotiation

## 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.

To enroll or get more information, please contact

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