



HOSCA

management consultants



NEGOTIATION SKILLS

AUDIENCE: All employees involved in the procurement of products and services **DURATION:** 2 Days

SUMMARY: This course offers a unified professional company wide approach and image concerning the day to day internal and external relationships which are based on negotiation and agreement.

OBJECTIVES:

- To provide the skills and knowledge required to allow employees perceive the negotiation position and the problems, tactics and objectives of suppliers.

AGENDA:

- Introductions, objectives and agenda
- Defining negotiation
- Why negotiate?
- Negotiation exercise and review
- Negotiation strategy
- Satisfaction strategy
- Bargaining / Persuasion
- Skills input – communications / listening
- Negotiation role plan and review
- Summary and close

METHODS: A feature of this workshop will be the high level of participation and involvement through a series of exercises, role plays, group discussion and team activities.