



The art of negotiating isn't just reserved for the boardroom, suits and million dollar deals. This Negotiation Training course from pdtraining teaches practical and effective techniques for WIN - WIN solutions to every day negotiations like between managers and staff, inter-departmental situations, between a buyer and seller, or deciding where to eat with a group of friends.

This engaging training course is available now throughout Australia, including Brisbane, Sydney, Melbourne, Adelaide, Canberra and Perth.

## Win-Win Negotiation Skills Training Course Outline

### Foreword:

Although people often think of boardrooms, suits and million dollar deals when they hear the word "negotiation", the truth is that we negotiate all the time.

Whilst the skills learnt in this course are directly applicable to those 'boardroom scenes' participants in this negotiation course will learn to negotiate more effectively in common scenarios such as:

- with contractors on both work performance and rates
- as a buyer and seller of a good or service in a commercial setting
- renegotiate work conditions/salary
- negotiate with co-workers and managers in common workplace scenarios

This Negotiation Skills Training program will give participants an understanding of the phases of negotiation, tools to use during a negotiation and ways to build win-win solutions for all those involved.

### Learning Outcomes

- Understand the basic types of negotiations
- Learn the phases of negotiations & gain the skills necessary for successfully negotiating
- Understand & apply basic negotiating concepts (WATNA, BATNA, WAP & ZOPA)
- Learn how to lay the groundwork for negotiation
- Identify what information to share & what information to keep to your self
- Master basic bargaining techniques
- Apply strategies for identifying mutual gain
- Understand how to reach a consensus & set the terms of agreement
- Learn to deal with personal attacks & other difficult issues
- Use the negotiating process to solve everyday problems
- Learn to negotiate on behalf of someone else

### Course Length

- 1 - day

Phone: 1300 121 400 [www.pdtraining.com.au](http://www.pdtraining.com.au)

Negotiation Skills Training Courses are delivered by **pdtraining's** Negotiation Skills training specialists  
In Brisbane, Sydney, Melbourne, Adelaide, Canberra, Perth and Australia wide.

<p>Negotiation Skills Training Course - Lesson 1 <b>Understanding Negotiation</b></p> <ul style="list-style-type: none"> <li>• Types of negotiation</li> <li>• The three phases</li> <li>• Skills for successful negotiation</li> </ul>	<p>Negotiation Skills Training Course - Lesson 6 <b>About Mutual Gain</b></p> <ul style="list-style-type: none"> <li>• Three ways to see your options</li> <li>• About mutual gain</li> <li>• Creating a mutual gain solution</li> </ul>
<p>Negotiation Skills Training Course - Lesson 2 <b>Getting Prepared</b></p> <ul style="list-style-type: none"> <li>• Establishing your WATNA and BATNA</li> <li>• Identifying your WAP</li> <li>• Identifying your ZOPA</li> </ul>	<p>Negotiation Skills Training Course - Lesson 7 <b>Phase Three - Closing</b></p> <ul style="list-style-type: none"> <li>• Reaching a consensus</li> <li>• Building an agreement</li> <li>• Setting the terms of the agreement</li> </ul>
<p>Negotiation Skills Training Course - Lesson 3 <b>Laying the Groundwork</b></p> <ul style="list-style-type: none"> <li>• Setting the time and place</li> <li>• Establishing common ground</li> <li>• Creating a negotiation framework</li> </ul>	<p>Negotiation Skills Training Course - Lesson 8 <b>Dealing with Difficult Issues</b></p> <ul style="list-style-type: none"> <li>• Being prepared for environmental tactics</li> <li>• Dealing with personal attacks</li> <li>• Controlling your emotions</li> <li>• Deciding when it's time to walk away</li> </ul>
<p>Negotiation Skills Training Course - Lesson 4 <b>Phase One – Exchanging Information</b></p> <ul style="list-style-type: none"> <li>• Getting off on the right foot</li> <li>• What to share</li> <li>• What to keep to yourself</li> </ul>	<p>Negotiation Skills Training Course - Lesson 9 <b>Negotiating Outside the Boardroom</b></p> <ul style="list-style-type: none"> <li>• Adapting the process for smaller negotiations</li> <li>• Negotiating via telephone</li> <li>• Negotiating via E-mail</li> </ul>
<p>Negotiation Skills Training Course - Lesson 5 <b>Phase Two - Bargaining</b></p> <ul style="list-style-type: none"> <li>• What to expect</li> <li>• Techniques to try</li> <li>• How to break an impasse</li> </ul>	<p>Negotiation Skills Training Course - Lesson 10 <b>Negotiating on Behalf of Someone Else</b></p> <ul style="list-style-type: none"> <li>• Choosing the negotiating team</li> <li>• Covering all the bases</li> <li>• Dealing with tough questions</li> </ul>



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Email: [enquiries@pdtraining.com.au](mailto:enquiries@pdtraining.com.au)

**Web Links:**

View this course outline

- <http://pdtraining.com.au/negotiation-training>

In-House Training – *Instant Quote*

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