



TCM 345

SUCCESSFUL CONTRACT Negotiations

Course Introduction:

If there is one skill which improves performance more than any other it is the ability to negotiate. Not simply to negotiate prices with customers or suppliers, but to negotiate away problems with colleagues, to create and pursue business opportunities and to establish value-added relationships.

Course Objectives:

This programme will help participants to:

- Understand what makes a good negotiator
- Develop their innate negotiating skills
- Anticipate, and overcome, standard tactics that may be used against them
- Plan for their next big negotiation
- Make a more effective contribution to team negotiations
- Handle difficult negotiations with confidence
- Achieve better results

Who Should Attend?

This course is designed to be relevant to all levels of staff, and can be adjusted to suit the specific participants.

Course Outline:

Characteristics of effective negotiators

- Common negotiating errors
- Typical buyer negotiating habits ... and how they are dealt with
- Secrets of success
- Anatomy of an accomplished negotiator

Self-analysis

- Understanding the data
- The profile of the typical purchasing negotiator and the accomplished negotiator
- Interpreting the information
- Prioritizing results

Dealing with imbalances of power in negotiation

- Forms and sources of power
- Dealing with monopoly sources of supply and suppliers' markets
- Creating a BATNA
- Neutralizing power

Overcoming resistance and difficult personalities

- The CPC concept
- Lessons from behavioral analysis
- The concept of Emotional Intelligence – and how to use it
- Dealing with difficult people – from suppliers and your own organization

Negotiating tricks and traps – and how to deal with them

- The top ten dirty tricks
- Neutralizing approaches
- How sales people are trained to negotiate

Planning negotiations with limited time available

- Planning essentials
- Being unprepared – how to make it look good
- Using limited time to advantage

Managing team negotiations

- Managing non-purchasing colleagues in the negotiating team
- Creating a unified approach
- Identifying team roles for difficult circumstances

Staying in control

- Control techniques
- Avoiding dominance
- Dealing with control 'freaks'

The negotiation rehearsal

- Planning for a real forthcoming negotiation
- Understanding the alternative approaches possible
- Rehearsing the negotiation

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings: المركز العالمي للتدريب والتطوير
International Centre For Training & Development

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session