

THE **NEGOTIATOR'S** TOOLKIT



THE NEGOTIATION SKILLS COURSE THAT GOES BEYOND WINNING TO MAXIMISING

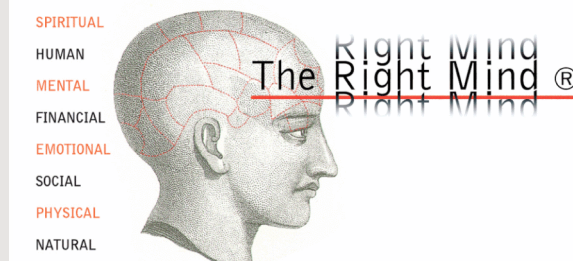
A NEW APPROACH TO NEGOTIATION



UNDERSTAND THE
IMPORTANCE OF FRAMING

MANAGE DIFFICULT
CONVERSATIONS

DEVELOP RMBO'S



LEARNING THE SECRETS OF NEGOTIATING TO GET WHAT YOU WANT.

THE KEY SKILLS YOU WILL TAKE AWAY FROM THIS PROGRAM ARE:

- To think like a negotiator
- Create "agreement-focused" negotiations
- Plan to win before you begin
- Handle high emotional states - yours and theirs
- Influence others through their values
- Turn objections into agreements
- Promote mutually beneficial results
- Rapidly build rapport for successful negotiations
- Understand and manage tactics such as "dirty tricks", "they won't play"
- To move from "stuck states" to resourceful states
- Apply a strategic framework for successful negotiation
- Stay on track by establishing a clear purpose frame
- Identify and build upon existing agreement
- Ask quality questions and effectively respond
- Build rapport to enrich relationships
- Learn how to identify and de-escalate conflict



Allan Parker presenting

ABOUT THE PROGRAM

This program was developed by Allan Parker, author of "Switch on Your Brain", "The Negotiators Toolkit", and "Beyond Yes!"

It offers a NEW APPROACH to Negotiation Skills. Many negotiation programs do not move beyond the standard bargaining mindset. This process, however, shifts to an approach that focuses on four core negotiation principals.

It has been conducted in many of Australia's major Corporations and Government Agencies as well as organizations throughout Asia such as Microsoft, Exxon, Federal Express and Arab Malaysia Bank. Public programs are conducted in Australia, Europe and South Africa.

YOU WILL LEARN:

- **To think like a negotiator**

Explore how your thinking impacts upon the negotiation process. Learn the effect of the 'adversarial or cooperative mindset' - beliefs which frequently limit the options to winning, losing or 'splitting the difference'.

- **To strategise your negotiation**

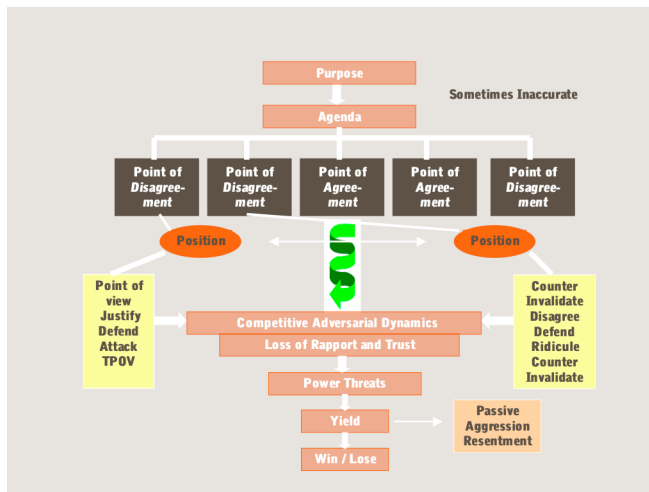
Identify and understand the impact of different strategies within a negotiation. Understand the diversity of styles available in negotiations and the impact they have.

- **To communicate as an effective negotiator**

Learn communication tools that will increase your effectiveness as a negotiator. You will be able to establish and maintain rapport, maintain a positive state throughout a challenging negotiation, listen, respond and question, and utilise a range of agreement generating skills.

- **To build lasting relationships**

Understand the importance of maintaining relationships while managing content and process. You will learn to maintain productive relationships based on mutual needs and enhance success and ensure ongoing and long-term alliances.



WHAT OTHERS HAVE SAID

“Effective communication and negotiation, which once seemed so difficult, now come very naturally and easily for me. I have subsequently sent most of my team to the same course and have seen immediate improvements in the way each of them negotiates.” Chris Henwood, Site Acquisitions Manager, AAPT

“The program provides simple structured tools for negotiation both in business and personal situations. The most beneficial thing that everyone seems to take away is an awareness that how you operate is OK and an awareness of how people act.” Leanne O’Sullivan, Topx.

“A must do to truly understand the art of achieving a realistic mutually beneficial outcome.” Eric Jacometti, Director Boomaroo Seedlings.

“I found the course applicable to the environment I work in. The tools will help in all facets of negotiating. Our clients will benefit from these tools and our staff will be encouraged to attend.” Derek Mayne, Director, Brennan Mayne Agribusiness.

“Fantastic course, practical, insightful and useful. Can and will be applied to the work environment.” Mark Panitz, Industrial Advocate, GrowCom.

“The program was thorough and well presented, very masterful in the ways people interact, converse and negotiate. I think I am yet to realise the benefit of this course.” Rohan Kile, Glaxo Smith Kline.

WHO SHOULD ATTEND?

- Managers and team leaders who wish to learn the techniques for structuring and planning a negotiation.
- Managers and executives whose staff need to produce significant revenue from negotiation
- Any manager whose key result areas or key result indicators are dependent on regular, sophisticated or complex negotiations.

THE BENEFITS OF THIS PROGRAM TO YOUR ORGANISATION ARE:

- To improve your personal communication skills under pressure.
- To understand the principles behind successful negotiations.
- To understand how to plan and structure different types of negotiation.

THE OUTCOMES YOU WILL TAKE WITH YOU ARE:

- An insightful and thorough understanding of the drivers of our differing communication styles.
- Clarity in developing negotiation frameworks for differing situations.
- Frameworks for insightful questioning.

FOR FURTHER INFORMATION

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