

## Soft Skills for Project Teams Negotiation Skills

### Course Overview

The ability to influence and negotiate effectively is a core trait of a competent business analyst in today's world. However, there are individuals that are good at it, bringing others with them on the vision or project and enhancing relationships for mutual long term benefit – and there are those who aren't so good – impacting on the success of the project through either aggressive dealings or an inability to assert themselves. This course looks to equip participants with the skills and knowledge needed in order to be influential, capable of negotiating and securing results.

### Target Audience

This course is aimed at all those who are required to influence key stakeholders and deal with suppliers (internally or externally) in order to achieve operational and strategic objectives.

### Instructors

This course is run in conjunction with a Learning and Development training organisation whose trainers have many years experience in practicing and teaching these techniques. This course has been especially developed to meet the needs of those working in a business change environment.

### Course Objectives

The course will enable participants to:

- Understand influence and negotiation in terms of a model of positive behaviour
- Understand how their behaviour impacts on others
- Assess which behaviours they currently use/don't use/could use more effectively.
- Understand the principled negotiation approach
- Confidently justify own margins/position and deal effectively with difficult negotiators and situations

### Course Content

The course is made up of the following modules:

- Influencing and Negotiation – definition
- The Process
- Communication/Acceptance/Action
- Key relationships map
- Diagnostic exercise
- Influencing model & behaviours
- Behaviours clinic & practical awareness
- Finding a working compromise
- Building trust
- Negotiations
- Position based negotiations and why they fail
- Principled Negotiations
  - People/Interests/Options/Criteria
- Understanding the suppliers position and your own
- Leverage and challenge
- Models
  - SWOT / Force field analysis
  - BATNA Template
- Dealing with defensiveness and attacks on your position
- Practical exercise

The duration of this course is one day.