



# MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

*Make your Dreams Come True*

## 2016/17 Course Outline

MSPD Skills Development Programme

# Negotiation Skills

### Learning Outcomes

This course will enable you to:

- Explain the basic types of negotiations
- Learn the phases of negotiations & gain the skills necessary for successfully negotiating
- Apply basic negotiating concepts (WATNA, BATNA, WAP & ZOPA)
- 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
- Demonstrate how to reach a consensus & set the terms of agreement
- Deal with personal attacks & other difficult issues
- Apply the negotiating process to solve everyday problems
- Negotiate on behalf of someone else

