



ONE-DAY WORKSHOP

NEGOTIATION SKILLS – for Members and Officers

Overview

This one-day workshop is aimed at operational managers, officers and members in public services to support them in becoming more commercially aware when looking for opportunities to trade their service both internally and outside the organisation.

This workshop will help managers to understand what negotiation is, and is not, in the business world. It will give them practical skills to enable them to prepare for a negotiation scenario, weighing up variables and anticipating challenges along the way.

The skills learnt will not only be useful when working outside the organisation but can also be applied to internal negotiation.

The session will cover the following core elements of negotiation:

- Behaviour, Attitude and Process
- Understanding the difference between Negotiation, Persuasion and Influence and when to use each
- The different types of negotiation and choosing the right method
- Getting the fundamentals right, such as processes and variables, trading concessions and money matters.
- Preparation
- Tools and techniques for a successful negotiation
- Getting the relationship right – building rapport and managing one's own behaviour

The approach allows flexibility by being both pragmatic and robust.

There is an electronic guide containing **Tools, Templates and the Core Methods** that will be referred to and accessed throughout the day.

Participants will be given free access to the electronic tools, templates and examples when they have completed the workshop.

Workshop Facilitator

David Leask, Consultant, NEREO.

Further Details

For further information, or to book an event, please contact Maureen O'Keefe on 0191 2495874 or email mokeefe@nereo.gov.uk