

This programme examines the core aspects of negotiation; be it driven by the desire to collaborate or compete. Negotiation is a means to arrive at a solution in a manner that ideally satisfies all parties' different needs and objectives and calls for assertive behaviour. The course looks at the process and skills needed to plan and prepare successful outcomes whilst applying techniques to dissipate conflict and build rapport.

For all dates and venues, see [here](#) or call 0800 619 1230

This course can be taken individually or as an optional module for an Impellus Certificate of Learning at Level 3.



Optional ILM courses: Coaching Skills for Managers, Delegation and Time Efficiency, Developing Winning Teams, Effective Communication Skills, Managing and Appraising Performance, Managing Change and Innovation.

Optional Commercial Skills courses: Finance for non-financial Professionals, Key Account Management, Presentation Skills & Techniques.

9:00 – 9:30	Delegate registration, refreshments, networking opportunity	
9:30 – 9:50	Welcome, overview and introduction to the programme	
9:50 – 11:15	<ul style="list-style-type: none"> • The purpose of negotiation • Uncovering value • The negotiation challenge • Planning your negotiation strategy <p><i>The opening session of the day will set out the purpose of negotiation to help delegates understand the role that they play in influencing a final agreement. It will discuss the concept of uncovering value (as opposed to just price). Delegates will take part in a negotiation activity to see how differing positions impact. A four-phased process will then be introduced to help delegates plan and prepare their negotiations thoroughly.</i></p>	
11:15 – 11:30	Break and networking opportunity	
11:30 – 13:00	<ul style="list-style-type: none"> • Establishing your wants and trading variables • Negotiation styles and their appropriateness • The mindset for success <p><i>During this session delegates start to understand the value of their tradable variables versus the cost and perceived worth from their opponent's viewpoint. Delegates will then analyse their preferred negotiation style and consider the pros and cons of each. This session concludes with a look at the importance of positive mindset in a negotiation environment.</i></p>	
13:00 – 14:00	Lunch	
14:00 – 15:15	<ul style="list-style-type: none"> • Knowing your opponent and their wants • Influencing and building rapport through excellent interpersonal skills <p><i>In this session delegates explore ways to understand their opponent's viewpoint and therefore build rapport and influence. An analysis of delegates' interpersonal skills follows with consideration of development areas.</i></p>	
15:15 – 15:30	Break and networking opportunity	
15:30 – 16:30	<ul style="list-style-type: none"> • Negotiation case study – identification of options • Bringing it all together and action planning • Establishing your 'BATNA' <p><i>The final session of the day offers delegates the opportunity to identify options when a negotiated agreement cannot be reached. As with all our courses, time will also be available for delegates to draw up their own personal action plan to identify how they can change their approach in the future.</i></p>	

All Impellus courses are designed to be enjoyable and highly informative. Delegates are given a welcoming and comfortable environment in which to reflect, challenge and learn. The focus is on being able to bring new skills and thinking back into the workplace.