

NEGOTIATION SKILLS



Developing negotiation skills can help you build and maintain strong workplace relationships, deliver better outcomes and resolve disputes effectively

We negotiate all day, every day, with clients, colleagues and even with family members, but we often do it instinctively without thinking strategically about the outcomes we are seeking. **Negotiation Skills** training teaches you how to successfully prepare for and engage in deal making with a strategic mindset. Realistic scenarios are crafted to be relevant to your workplace context so that participants are able to safely practice applying their skills during the workshop. This also ensures the workshop is very interactive and engaging.

WORKSHOP CONTENT

- Exploring the natural tension between value creation and value distribution that is inherent in any negotiation
- Understanding the key dimensions of any dispute (Underlying Interests, social and legal Rights and perceived and actual Power)
- Understanding the key principles that research shows typically guides human behaviour when negotiating
- The key stages of any negotiation
- Understanding how personality, conflict style and cultural background may impact on each individual's negotiation style
- Exploring the range of negotiation strategies available and how to select an appropriate strategy for the each context
- Understanding the impact of emotions on negotiation
- Understanding the range of negotiation tactics that can be used and possible responses to mitigate the impact of these tactics
- Exploring the range of ADR (Alternative Dispute Resolution) strategies available when it is not possible to resolve a dispute and litigation is being considered
- Understanding the importance of a focus on review and debriefing following each negotiation so that strategies and tactics can be refined for application in future negotiations

Making a Social Impact

100% of profits are distributed to fund the core services of effective youth mental health organisations

Our Facilitators

Experienced mediators, counsellors, psychologists, general managers and HR professionals with relevant professional qualifications and accreditations who are currently working with clients as well as providing training and workshops

Workshop Format

Face-to-Face (at your place)
Online (Zoom or other platform)
Hybrid (to suit your needs)

Workshop Length & Cost

One to Two hours \$1,995 + GST
Half Day \$2,995 + GST
Full Day \$5,395 + GST



Ripple Learning Ltd is a social enterprise and registered charity



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