

## *Negotiating Skills*

### One Day Workshop

#### **CONTEXT**

All staff are involved in negotiating with colleagues, customers and clients. When we are effective negotiators, we can organise a better outcome for ourselves and our organisation. We also are better able to service our customers and clients as we look for Win:Win situations.

#### **OVERVIEW**

**This workshop covers the following:**

- What is negotiating?
- Separating the people from the problem
- 7 Elements of effective negotiating
- The negotiation process
- Different negotiating styles
- Personality types
- Arguing with a purpose
- Strategy and tactics
- Looking for Win: Win
- Overcoming deadlocks
- Gaining agreement
- The after agreement commitment

#### **TRAINER**

Sue Willis has over ten years experience developing and delivered training in a variety of communications topics. Sue worked within the Australian Public Service for over 20 years, including seven years in the Human Resource Development area of the former Department of Industry, Science and Technology. Sue has conducted training for many organisations including the Department of Foreign Affairs and Trade where she developed 'Presentation Skills'.

Sue has accreditation in the Certificate IV in Workplace Training and Assessment. The combination of Sue's training expertise and her involvement in the Public Service gives her a unique understanding of the standard and demands placed upon APS staff to communicate effectively and be skilled negotiators.

#### **COURSE METHOD**

Our trainers use a range of training methods with a strong focus on incorporating different learning techniques to ensure the success of each training event. Our training is highly interactive. Small class sizes allow for maximum learning. Personal coaching is available.

## SCHEDULE – Negotiating Skills

<b>9:00am</b>	<b>WELCOME AND ICEBREAKER</b>
<b>9.15am</b>	What is negotiating? Separating the people from the problem Seven Elements of effective negotiating
<b>10:30am</b>	<i>Morning Tea (15 Minutes)</i>
<b>10.45am</b>	The negotiation process Different negotiating styles
<b>12.30pm</b>	<i>Lunch (30 minutes)</i>
<b>1.15pm</b>	Personality types Arguing with a purpose Strategy and tactics
<b>3:00pm</b>	<i>Afternoon Tea (15 Minutes)</i>
<b>3.15pm</b>	Looking for Win: Win Overcoming deadlocks Gaining agreement The after agreement commitment
<b>4.30pm</b>	<b>How to implement what we've learned. / Feedback/Close</b>
<b>5:00pm</b>	<b>Finish</b>

**Enrolment Form - Negotiating Skills**

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to courses@acorntraining.com.au

**Venue:** Acorn Training Centre: 74 Townshend St Phillip

**Course date:**

**Time:** 9.00 a.m. to 5.00 p.m.

Name	Email Address	Date of Workshop
1.		
2.		
3.		
4.		
5.		
6.		

<b>Organisation</b>	
<b>Branch/Division</b>	
<b>Address</b>	
<b>Phone #</b>	
<b>Fax #</b>	

**Payment Details**

Total price \$595 x \_\_\_\_\_ attendees = \$\_\_\_\_\_ \$545 early bird price (early bird applies up to three weeks before the date of the workshop).

**1. Credit Card** (Amex, Diners, Visa, MasterCard)

Name \_\_\_\_\_ Card No \_\_\_\_\_

Expiry date \_\_\_\_\_

**2. Invoice**

Signed off by \_\_\_\_\_ Name \_\_\_\_\_

Email invoice to: \_\_\_\_\_

Terms: Payment is due on or before the day of the course. Cancellation is accepted more than seven days prior to the course date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day incurs an administrative fee. We suggest you send a substitute if you can't come at the last minute.

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