

NEGOTIATION SKILLS

ABOUT THE COURSE

The course starts with an introductory part that provides the definition of negotiation and the gains of applying negotiation skills to achieve a beneficial outcome. It also touches upon negotiation environments and some general characteristics of good negotiations.

The next chapter discusses the importance of **communication** skills for a negotiator. First, we consider the importance of **verbal** and **non-verbal** communication and the ability to control yourself as well as recognize meaningful signs in the behavior of others. The learner is also introduced to the concept of **active listening** and some approaches that can be used to improve this skill.

The other major section in the course has to do with **assertiveness**. We start by considering what assertiveness refers to. Then, we move on to some aspects of a negotiator's communication that can contribute to their assertiveness. Finally, we discuss four assertiveness **techniques** that enable a negotiator to handle challenging communication with the other party in a confident way.

The **Test** section of the training contains a total of 4 questions (multiple choice, drag-and-drop) to check the learner's understanding of the course content.

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DETAILED COURSE CONTENT

Section 1 – Introduction

Benefits

A brief explanation of what the learner will gain by completing the training.

Definition

A definition of the term 'negotiation'.

Why do I need negotiation skills?

A brief overview of the advantages of a good negotiation - reaching good and lasting solutions, maintaining a good relationship with the other party etc.

Negotiation environments

Examples of how negotiation can be used in a variety of situations, both at the workplace and outside it.

What makes a good negotiation?

Some general information about factors that can lead to a successful negotiation (attitude, expectations etc.).

What do you think?

A simple thinking exercise where the learner is asked to consider what aspects can have an impact on a negotiator's performance.

Section 2 – Communication

Verbal communication

An overview of factors (tone, volume, tempo, clarity) that contribute to how your presentation is perceived by others.

Language

Some essential Do's and Dont's for language-related choices in negotiations.

Non-verbal communication (1)

An introduction to the importance of non-verbal communication in negotiations.

Non-verbal communication (2)

An overview of common non-verbal cues (eye contact, body position etc.) and their meanings.

Reading body language (1)

General information about observing an individual's unique non-verbal behavior.

Reading body language (2)

An explanation of how you should approach reading body language by paying attention to sudden changes or discord in the other party's verbal and non-verbal behavior.

Can you read body language?

A simple drag-and-drop activity where the learner needs to match images of non-verbal behavior to their corresponding meanings.

Listening skills

An introduction to listening as an important part of good communication.

Active listening

A definition and an overview of some approaches that enable you to actively listen to the other party.

Asking questions

A brief description of asking purposeful questions to change the course of a negotiation.

Good communication

Some statements that can be helpful for reflecting on the quality of your communication.

Section 3 – Assertiveness

Definition

A definition and a detailed explanation of assertiveness and its importance in negotiations.

Assertive communication

An overview of communication elements that can contribute to your assertiveness.

Assertiveness techniques

Information on four common assertiveness techniques (fogging, broken record, negative enquiry, negative assertion) and how they can be applied to handle hostility without losing your self-confidence.

Summary

Key points

Key points from the theoretical part of the training.

Test

The test consists of four questions - three multiple choice questions and one drag-and-drop task.