

FASTER **COURSE**

# NEGOTIATION SKILLS

SHORT COURSE CONTENT SUMMARY



# 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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- Asking questions
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- Definition
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- Assertiveness techniques

### SUMMARY

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# Detailed Course Content

## Section 1 - Introduction

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### **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**

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## **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**

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#### **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**

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## **KEY POINTS**

Key points from the theoretical part of the training.

# **Test**

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