

Module Ref
Module Title

NS 01
Negotiating Skills
(One Day)

Course Introduction

This seminar introduces the delegate to the negotiation process. Through teamwork, lecture and discussion the various aspects of successful negotiation are explored.

Course Objectives

To examine the process of negotiation

To enable the delegate to plan a course of action before going into a negotiation process;

To understand how to enter into a Win-Win scenario

Course Content-

The seminar will introduce delegates to the various steps of successful negotiation exploring such topics as :-

What is negotiation?

Negotiation Teams

The 4-Stage Negotiation Process

ACTIVITY A – The Rental Contract

Negotiation Skills

Negotiation Tactics

Teamwork- Employment Dispute

Teamwork – Post-tender Negotiation



Learning Outcomes

- To be able to define and allocate team roles in a negotiation
- To be able to prepare, discuss, propose and bargain using the 4-stage Negotiation Process
- To be able to apply negotiation skills
- To be able to select and use negotiation tactics in appropriate situations

Who Should Attend?

Owner managers, contact staff, sales personnel or anyone who may interact with the customer in a negotiable situation.

The Presenter



Dr Nisbet is a Senior Lecturer at Aberdeen Business School. He has an MSc Logistics from Robert Gordon University and a PhD in Supply Chain Management from Cranfield University. He has experience of research, consultancy and training in the Oil and Gas Industry where he had a previous career as a Logistics Director of a major oil service company.

Certificates

Each delegate will receive a certificate of attendance on completion of the seminar.

Course Duration

This seminar is run over 1 day
9.30 am – 4.30pm