

**Module Ref**  
**Module Title**

**NS 02**  
**Negotiating Skills**  
**(Two Day)**

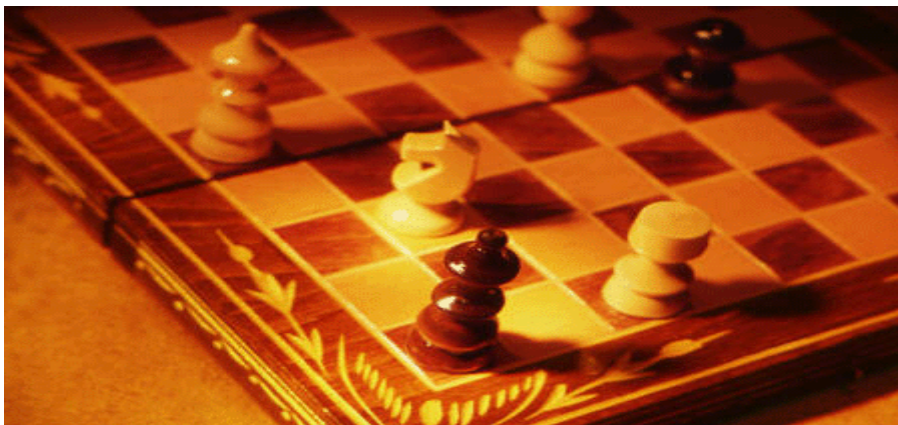
### Course Introduction

Aimed at the owner manager or employee who is responsible for negotiating contracts on behalf of the company this course will give you access to all the tools that are required to reach your goal. Using a mixture of lecture, discussion and teamwork you will acquire the skills to enter negotiations with confidence.

### Course Content:-

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

- Adversarial and Partnership Approaches in Negotiation
- Getting to win-win
- The 4-Stage Negotiation Process
- Teamwork – The Rental Contract
- Feedback on Activity A
- Negotiation Skills
- Negotiation Tactics
- Contract Negotiation and Post-tender Negotiation
- Risk Analysis and Contingency Planning
- Adversarial and Partnership Negotiation
- Substance and relationship goals
- Relationship management
- Feedback techniques
- The Red-Blue Management Game
- Leadership in Negotiation
- Influence Management in Project Environments
- Teamwork- Employment Dispute
- Teamwork – Post-tender Negotiation
- Negotiating Change
- Final Action Checklist



### Learning Outcomes

At the end of the two day seminar the delegate will be able to define and allocate team roles in a negotiation, to prepare, discuss, propose and bargain using the 4-stage Negotiation Process.

You will be able to apply negotiation skills and to select and use negotiation tactics in appropriate situations.

The delegate will understand best practice in contract and post-tender negotiation and the adversarial and partnership approaches of getting to win-win

It will enable the delegate to function as an influence manager in complex project environments and to understand the principles and practices of leading and negotiating change

### **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 2 days  
9.30 am – 4.30pm each day