



NEGOTIATION SKILLS

EMD's Focus:

Formulating business strategy & plans

Organisational restructuring

Commercial awareness skills development

Commercialisation

Performance measurement & management

Project Management

Remuneration options

Process re-engineering and continuous improvement processes

Team based work units

Consultative and bargaining processes

360° feedback

Training and learning processes

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WHY NEGOTIATION SKILLS?

This workshop is about achieving cooperative relationships that are based on shared values.

The existence of cooperative relationships helps to facilitate a negotiation process that is focused on mutually beneficial outcomes.

LEARNING OBJECTIVES

- Understanding of different bargaining methods and their effect
- Ability to negotiate effectively and achieve mutual gains outcomes

OUTCOMES

- Fewer obstacles to effective negotiations
- Consensus-based approach to conflict management
- Needs-focused negotiations
- Negotiators' behaviour conducive to effective outcomes

CONTENT

- Effective negotiation
- Conflict management
- Positional bargaining
- Achieving optimum settlements
- Mandating interfaces
- Behavioural skills
- Handling anger
- Problem solving

ACTION LEARNING

- Exercises in different styles of negotiation are applied for participants to experience for themselves what happens when one style or another is used.
- Communication exercises are used throughout the program.
- A case study forms the basis of learning.

DURATION

2-day program

WHO SHOULD ATTEND?

The EMD KPI meeting program is especially recommended for Managers, Supervisors and teams involved in contract management, enterprise bargaining, workplace consultative committees and sales based roles.

WHAT NEXT?

If you are interested in more information about how EMD's Negotiation Skills Program can help improve results for your organisation, please give us a call on +61 2 8399 0011 and ask to speak to one of our consultants.

Alternatively, e-mail us at info@emdgroup.com.au

We can also give you references to other organisations, whose teams have benefited from going through the program.