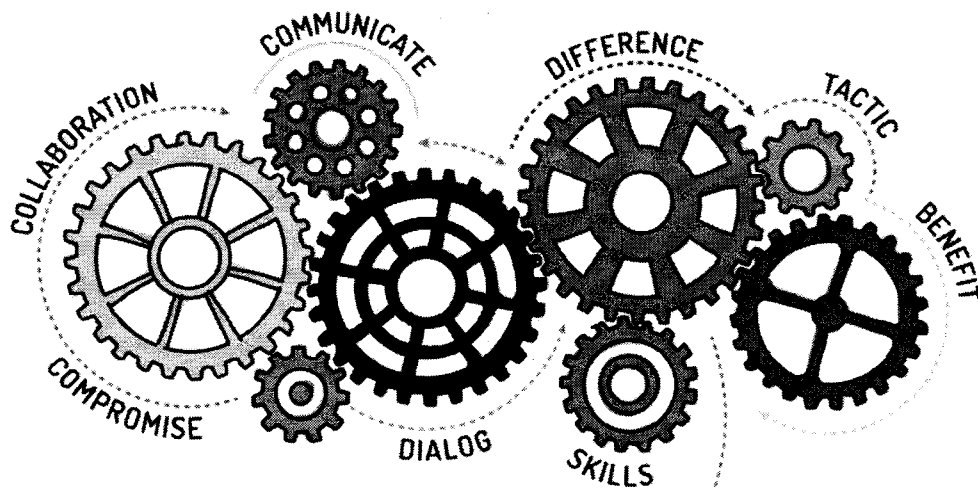




INTERNATIONAL INSTITUTE FOR SKILL DEVELOPMENT

DEPARTMENT OF SKILL DEVELOPMENT MINISTRY OF LABOUR THAILAND

PROFESSIONAL NEGOTIATION COURSE



Negotiation

(30 Hrs. for 5 Days)

222 Moo 2 Wieng Chiang Saen Chiang Rai 57150 Thailand



Introduction

By completing the Training Negotiation Skills Course you will acquire the confidence you need to resolve points of difference, gain the advantage in the outcome of a discussion, produce an agreement upon courses of action or bargain for individual or collective advantage. Negotiation is a process which can lead to positive outcomes and develop relationships, but does require training and practice to perfect.

This highly interactive, learner focused Negotiation Skills Training Course will arm you and your team with winning negotiation skills and tactics so you feel better prepared, more confident and have greater control during the negotiation process.

Program Objectives

- Have the knowledge and tools necessary to be able to conduct any negotiation as a competitive and collaborative negotiation
- Understand how to make the most effective use of time available for negotiation preparation
- Appreciate the benefits of a wide range of persuasion techniques which are effective in commercial negotiations
- Be aware of the most commonly used tricks, traps and ploys used in negotiation and, more importantly, how to deal with them
- See for yourself the factors which make the difference between effective and average negotiators

Who Should Attend?

- Anyone who wants to assume a negotiator skill.
- Anyone who want to increase their effectiveness in managing negotiation
- Negotiator team members who wish to be more effective in their own roles

Program Outline

Lesson 1 The Who, When And How Of Negotiation

- What we mean by negotiation
- Negotiation Styles
- Dominant Negotiating Strategies
- Your Personal Style

Lesson 2 Preparing To Negotiate

- Know your BATNA
- The Zone of Possible Agreement (ZOPA)
- The Importance of Authority

Lesson 3 Becoming Negotiator

- Introductions
- Separate people from the problem
- Interests vs Positions
- Mutual Gain – growing the pie
- Objective criteria



Lesson 4 Bargaining and Closing

- Distributive and Integrative Bargaining
- Negotiation Tactics
- Making Concessions
- Agreement Finalization

Lesson 5 Challenges & Best Practice.

- Power in Negotiation
- Integrity - The Ethics Test
- Best Practice for Negotiator

Lesson 6 If We Can't Meet Can We Still Negotiate?

- Telephone Negotiation
- Email Negotiation

Learning Outcomes

At the end of training and skill standard assessor course, the participants will;

- Understand different negotiation styles and when to apply them
- Understand the dominant negotiation strategies of competition and collaboration
- Apply the principles of BATNA and ZOPA when preparing to negotiate
- Apply the negotiation process and understand the basis of 'principled' negotiation
- Discover the difference between interests and positions
- Explore the concept of mutual gain
- Know how to bargain and close a negotiation
- Understand challenges in negotiation and how to overcome them
- Apply tips when negotiating by phone or email
- Understand the principles of ethical negotiation
- Best Practice for Negotiator

Training Methodology

This training course uses a rich mixture of practical exercises, case-studies, questionnaires, syndicate and group work and video/DVD examples. Participants will be asked to reflect on and to discuss their own professional issues and experience. Delegates will be encouraged to ask questions as the training progresses relevant to their own backgrounds and company requirements. The training course will culminate in a group exercise in which delegates will have an opportunity to apply what has been covered in the course.

Number of Participants. 25 persons/group.



Participants Criteria

- The participants should have at least 1 years work experience as head, instructor or teacher from government and private sector.
- Age at least 20 years old and any gender.
- Be able to communicate in English.
- Be in good health. Pregnancy is regarded as a disqualifying condition for participation in the course
- Passport must be valid for at least 6 months.

Invited Country

Cambodia, Laos PDR., Myanmar, Vietnam, Yunnan of China

Venue

International Institute for Skill Development, Chiang Saen District, Chiang Rai province, Thailand.

Training Course Design by

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