"Be A Versatile & Professional Negotiator"
An Advanced Negotiation Skills Program

Introduction

Ever found yourself in a deadlock with unsolved problems being the huge obstacles that prevented you and the other party from moving forward? Ever wonder how you can be more creative to solve those problems standing your way? How will it feel like if you can keep repeating a 'win-win' partnership experience with people you work with?

This program is packed with the negotiation toolkit you need to create a positive experience whenever you need to solve problems together with people you work with.

Program Objectives / Learning Outcome:

At the end of the programme, participants will learn to

1) Uncover needs versus wants and use a side-by-side creative problem-solving approach to move towards a win-win direction (suppliers, internal and external customers)
2) Manage negotiations, handling multiple issues, attach values to non-monetary interests and deal with third-party interests.

Target Audience

Directors; Managers; Technical Professionals and Executives who need to negotiate with different parties in their course of work.

Program Duration - 3 options:

2 days for 16 pax maximum per class (intensive)
1 day for 16 to 20 pax maximum per class (Express)
4 sessions of 3-hour coaching (progressive mode)

Profile of Program Facilitator & Coach

Frederick began his career in corporate sales of high-technology engineering solutions to Fortune 500 customers. Since the year 2000, Frederick has become a people skills development coach and counselor, specialized in the area of interpersonal communications for working professionals.

He graduated with a **PhD in Education (HRD)**, an **MSc degree in International Marketing from the University of Strathclyde**

and a **Master of Accountancy degree from Charles Sturt University in Australia**. He is also **a member of the International Coach Federation and the International Association of Coaches**.

His consulting work involves diagnosing development areas in inter and intra-workgroups communications, coordination and conflict management processes in clients' organizations and coming up with measurable and sustainable solution roadmap through personality-task fit profiling, counseling, coaching, training, performance feedback processes and standards consulting.

Frederick has worked with organizations including **Asia Pacific Breweries, Far East Organization, Changi Village Hotel, Marina Mandarin, Energizer Singapore, SAP, Motorola, Infocus, Chartered Semiconductor, Fuji Xerox Singapore, DBS Vickers, BMW Asia Pacific, F&N Coca-Cola, Novartis, GlaxoSmithKline Pharmaceuticals, Roche Diagnostics, Cardinal Health, Makino Asia and Singapore Food Industries.**

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Program Outline

Module 1: Negotiation Challenges and Preparation

1) Challenges negotiators face
2) Personality types, their negotiation styles and needs
3) The Harvard Model
4) Position, options, precedents & market standards
5) Stone Henge experiential negotiation activity

Module 2: Confidence Management & Control

1) Climate control: Time, Place & Mood
2) 3Vs control: Verbal, Vocal & Visual
3) C.L.E.A.R. technique to communicate with the desired impact
4) C.R.O.S.S. technique to influence and not tell

Module 3: Deadlocks & Concessions Management

1) U.N.I.T.Y. , R.O.L.E. & M.O.V.E. techniques to break deadlocks
2) Concession patterns
3) Negotiations tactics & counter-tactics applications
4) BATNA & negotiation closure management

Programme Methodology

We include **humor and colorful stories** from our corporate management career as well as personal life to lighten the mood.

Interactive Workout

Participants will get to talk about the current challenges that they are facing, what have they done and how did they do it to manage their current challenges via **a variety of energizing activities with intensive and fun interactions!**

Participants will be facilitated to talk about what have worked for them and what didn't and the reasons for it as they have perceived it to be.

They will identify their own situations from case studies shown from tested video training materials.

Break up into smaller teams to brainstorm on solutions and come to a consensus on how they will manage those situations.

The facilitator will guide them in cases where their solutions are either not practical enough or convincing enough by giving live demonstrations of techniques with a clear process and framework using handy toolkits based on different case scenarios and people of different personality

Closing the Feedback Loop through Engagement (Role-play) Practice

Participants will then put what they have picked up into actions through role-play practices. During the role-play, feedback will be given through self, peer, and facilitator critique

Application of Concepts

Towards the end of the workshop, participants will be facilitated to develop their own individualized S.M.A.R.T action plan for them to implement learning back at work

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