

## **Description**

The Negotiation Skills program covers the fundamental elements of negotiation. People negotiate for internal resources or work deals with external vendors across a variety of organizational levels. Some key concepts that are helpful for successful, productive negotiations throughout the organization include:

- Understanding target setting
- Knowing types of negotiation power
- Negotiation communication
- Making concessions
- Techniques for responding to the other party

## **Objectives**

After your training program, the trainees should be able to:

- Identify the two main types of negotiations.
- Describe types of power available to negotiators.
- Explain guidelines to making concessions more effectively.
- Demonstrate various response techniques to use during negotiations.

## **Audience**

This program is designed for associates at every level of your organization who are involved in internal or external negotiations.

## **Requirements**

There are no regulatory requirements to provide training on negotiation skills.