

## Negotiation Skills

Negotiating effectively requires the ability to moving away from conflict and toward collaboration. During this course participants will acquire a proven framework for preparing for and conducting successful negotiations, applying the behaviors of superior negotiators.

The participants will have a full understanding of the “best practices” of negotiating and also work on assessing and broadening their negotiation style, as well as using and responding to commonly used negotiation tactics.

### Course Outline

- Introduction
- The Negotiation Process
- The Negotiation Team

### Who Should Attend

Middle to high level staff such as:

- Contract negotiators
- Sales managers
- Buyers
- Account Executives
- Sales professionals

### Prerequisites

The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

### Approvals & Accreditation

- Ministry of Labour, Kingdom of Bahrain
- HABC
- ILM

### Course Duration

The standard duration of this course is 13 contact hours.

### Learning outcomes

Upon the completion of this Course, the learner will be able to:

- Understand the relationship between conflict and negotiation
- Identify the key roles and responsibilities required by the negotiation team
- Implement an effective negotiation process

### Training methods

- Interactive facilitator lead learning
- Class activities
- Group discussions
- Case studies
- Practical sessions
- Question and answer sessions
- E-learning
- Role-plays
- Self-assessment tools

### Assessment

Learners will be doing an exam in the last day of training and will be receiving the certificate upon achieving = or > 70% in the exam.

For more information please feel free to contact:

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