



Crown Commercial Service

Effective Negotiations

Who should attend?

This course is ideally suited to buyers and senior buyers (or equivalent). This may extend to other staff actively involved in negotiations from other departments, eg pharmacy and estates. It is aimed at staff who have had previous experience of negotiations and would like to increase their current knowledge and skills.

Please note: It is mandatory that applicants for the effective negotiations two day programme have previously attended either the introduction to negotiations course or the previous basic negotiation skills module.

Duration

Two day programme (9.00 am – 5.00 pm) Pre-course and additional evening work will be required.

Accommodation costs are not covered by Government Procurement Service and would need to be met by the delegates trust if required.

Course overview

This workshop has been designed for staff with experience of negotiations to enhance their current skills and knowledge. The course is interactive and involves practical skills exercises, therefore delegates attending should have appropriate knowledge to be able to contribute to the course. Role play and video recording are part of this course content.

By the end of the course delegates will be expected to.....

- identify different negotiation styles
- set effective negotiation objectives
- use planning and preparation to impact on negotiations
- identify the process of conditioning
- compare the sellers perspective to our own
- use body language, questioning skills and active listening to help control a negotiation session.
- apply the negotiation skills and techniques in practical sessions with other delegates and your tutors.

Key competencies addressed

- negotiation and conflict resolution (7.2)
- presentation skills (7.3)
- supplier relationship management (5.4)
- negotiates contracts (5.5).



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Course outline

This course is a two day event which concentrates on theoretical learning on the first day and an emphasis on practical skills on the second.

Main subjects covered are:

- Different negotiation styles.
- Common negotiation tactics.
- Common negotiation mistakes.
- Setting better objectives.
- The use of conditioning.
- Why would sales people be interested in selling to us?
- The use of supplier preferencing.
- Questioning, Listening and body language.
- Role play – practical application of negotiation skills and techniques.

The role-play includes video playback and feedback from the trainer.

Please note, the content of this course may vary depending on the needs of the delegates.

Further information

Email: gpt@ccs.gsi.gov.uk