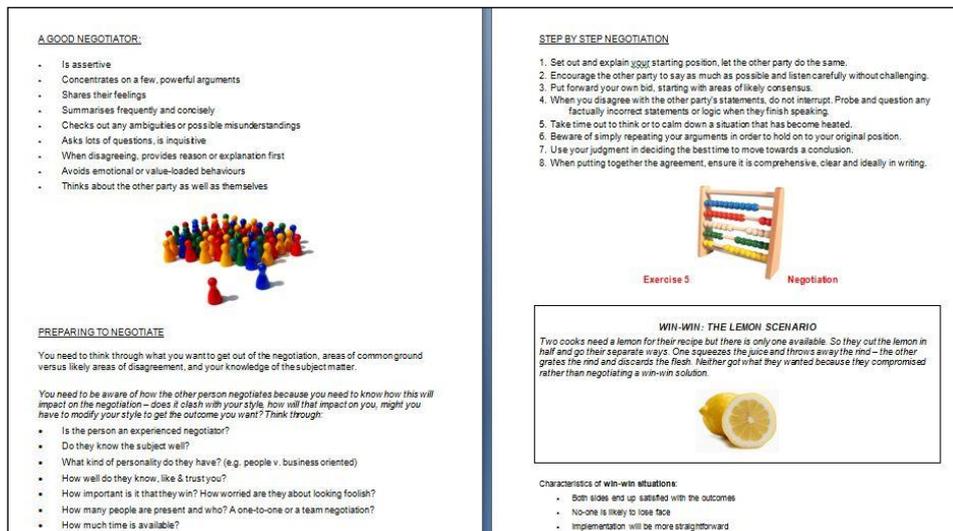


## Negotiation skills training workshop

The training will be very interactive and based around a workbook of theory and exercises. Participants keep their workbook at the end of the course. The booklets are designed to be easy to read and attractive so they become a reference guide after the training day:



Two tutors per course will be provided.

Participants will be together in a large group for the theory parts of the day and for some discussions, but will be divided into smaller groups for the exercises. The tutors will circulate between exercise groups to provide guidance and answer any questions.

### Aims and learning outcomes

This course aims to help participants influence and negotiate with others in a more structured, effective way.

By the end of this course participants will:

- Know how create a positive first impression and be more assertive
- Know how to prepare properly for a negotiation
- Be able to evaluate what drives the other party
- Use language and body language to influence and to create cooperation
- Manage conflict, uncomfortable situations and difficult people



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## Content

Wherever possible and appropriate, exercises will be based around typical Polish research scenarios, to make them as realistic as possible.

SESSION	DESCRIPTION
<b>1. Warm up</b>	Introduction of tutors and subject, ice-breaker exercise
<b>2. Basics of good communication</b>	Good negotiators communicate clearly and concisely. This session includes tips and techniques on how to communicate well, especially understanding and using body language correctly. <i>Example exercise: Body language photo interpretation (pairs of participants look at photos and interpret the emotion of the person/group from their body language)</i>
<b>3. First impressions and building rapport</b>	The way that the other negotiating party sees you is very important. This session looks at how to create a confident and assertive first impression, and how to build trust. <i>Example exercise: Scenario analysis (groups of participants are given a number of 'first encounter' scenarios and asked to discuss the best way to handle them)</i>
<b>4. Your personal style versus others and how to influence</b>	Everyone has a style of operating that is most natural and comfortable to them. This session looks at how your preferred personal style affects your ability to influence others. <i>Example exercise: OCEAN personality questionnaire (individual participants complete a self-assessment exercise to look at their preferred style and how they interact with other people with the same or different styles)</i>
<b>5. Planning a negotiation</b>	Wherever possible, negotiations should be planned in advance, to ensure the negotiator is confident and knowledgeable. This session shows participants how to prepare thoroughly. <i>Example exercise: Create a negotiation plan (individual participants are given a negotiation scenario and asked to create a plan for how they will tackle it)</i>
<b>6. Conducting a negotiation</b>	Every negotiation is different but there are common stages to many negotiations. This session takes participants through the different stages and what they need to do during each one. <i>Example exercise: Role play a negotiation (groups of 3 or 4 participants - 2 people practice negotiating while the others observe and give feedback)</i>
<b>7. Managing conflict</b>	Negotiation may be used to resolve a conflict or may sometimes arise from a negotiation that went badly. This session helps participants to understand why conflict arises and how to manage it confidently. <i>Example exercise: Role play (groups of 3 or 4 participants - 2 people practice the conflict scenario while the others observe and give feedback)</i>
<b>8. Action planning</b>	The final session of the second day will review the material covered and give participants time to prepare a personal action plan to use the learning in practical ways.



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