

ADVANCING NEGOTIATION SKILLS

The Scotwork Advancing Negotiation Skills course is the ultimate in negotiation skills development. It provides participants with the core skills they need to negotiate confidently in a professional, ethical and competent manner.

Who Should Attend?

This course is appropriate for anyone who has authority to negotiate or vary the terms of any arrangement; indeed any detail on price, timing, priority, specification or employment can benefit. Our industry experience and training covers all sectors of commerce, industry and corporate negotiation.

The Scotwork 8-Step Approach[©]

You'll learn both the theory and practice. The unique Scotwork method is based upon an understanding that all negotiations have an underlying structure. We call this the 8-Step Approach[©].

With our unique Case Play method, participants are actively involved in realistic negotiating exercises. Cases are selected to replicate real life issues and are combined with a series of engaging 45-minute lectures.

In a typical half-day module, participants take part in team preparation and team negotiation, followed by a video replay to evaluate performance.

Experience five opportunities to learn:

- From the lecture
- By preparing to negotiate
- By watching others negotiate
- By negotiating
- From video analysis and expert coaching

The course also provides a group discussion session. This session is vital because that is when problems, difficulties and issues can be raised and debated. It is also when our expert and engaging tutors will provide individual negotiation advice.

Maximum Return on your Investment

How can we be so sure? Because we run an ongoing survey of participants and managers. Average ROI within the first three months is nearly ten times the course fee.

It consistently reveals:

- 96% of participants reported improved negotiating performance
 - 98% of managers say that the training investment was worthwhile
 - 71% report more satisfying negotiations plus an improved level of confidence
 - 99% would recommend the course
 - 51% say the benefit increases over time
- Unlike many training courses, the benefits of the Scotwork course increase over time.

Courses provide an average

9.86 x ROI

within three months



3 Days of Intensive Training

Over 100 powerful, practical and effective teaching points covering:

- Negotiate your way out of conflict
- Consider the five major issues in preparation
- Use active listening techniques to pick up signals
- Use constructive questioning
- Make, pitch and respond to proposals
- Re-package deals without spending any more
- Assess concessions and identify priorities
- Effectively trade and bargain
- Improve recognition and use of closing opportunities
- Handle agreement and implementation stages
- Make and respond to multiple-pointed claims
- Defuse aggression and confrontation
- Handle deadlocks
- Use team negotiating skills
- Respond to common negotiating tactics
- Build partnership relationships with clients or suppliers
- Learn the secrets of win/win deals

Open (Public) Courses

Open Courses take place in various locations throughout SouthEast Asia. There are 12 places on each course, with participants from a wide range of industries, job functions and seniority levels to reflect real world negotiations. To maintain balance, a maximum of three participants from any one company will be registered per open course.

Visit www.scotwork.in for upcoming dates.

One-Company Courses

The programme is delivered by two Scotwork consultants for up to 12 participants. Contact us to discuss your organisation's needs and see if this is the right option for your team.

A Typical Scotwork Timetable

Our course will run over one evening plus 2½ days. This duration and intensity gives plenty of practice applying new skills. We've found it the best way to deliver lasting change.

		Day 1	Day 2	Day 3
MORNING		LECTURE 1	LECTURE 3	LECTURE 4
SESSION		PRACTICAL	PRACTICAL	PRACTICAL
AFTERNOON		LECTURE 2	LECTURE 4	SUMMARY
SESSION		PRACTICAL	PRACTICAL	
EVENING	Introduction & Dinner	Dinner	Dinner	

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