

EFFECTIVE NEGOTIATION TECHNIQUES

Learn to use proven negotiation techniques & systematic approach in sales closing, project terms discussion, to manage difficult client effectively & achieve - your business/personal goals effortlessly!

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COURSE SYNOPSIS

Like it or not, negotiation happens everyday. We negotiate to achieve our objectives; with the clients, with our boss, with our spouse or even with our children.

Negotiation skill is a highly sought-after soft skill, yet many people take it for granted - they think that they can negotiate on impromptu, but as a matter of fact it is not as easy as we might think. This is a skill that must be learnt, and there's work involved both pre and post negotiation.

This course will educate the learners on the full negotiation process - from preparation and planning to closing and post negotiation activities. Learn different negotiation techniques, behavioral analysis, strategies for various personality types, how to negotiate across cultures, and more.

PROGRAMME HIGHLIGHTS

- The objectives of negotiation
- The 2 types of Negotiation - Distributive and Integrative
- Qualities of a negotiator
- The 4 stages of Negotiation
- BATNA & Questioning techniques
- Roles and responsibilities in your negotiating team
- Conflict handling styles during negotiation
- The value of precedents
- Documenting your outcome
- Monitor, evaluate and measure your success for improvement
- Negotiation preliminaries - Identifying the different buyer behaviors and tactics including personality and cultural differences



LEARNING OUTCOMES

- Set out the objectives of negotiation objectively
- Define the qualities of an experienced negotiator
- Identify and determine the end-of-negotiation outcomes during the initial planning to achieve the desired position for the organization
- Able to identify and establish the roles and responsibilities of each member in the negotiating team and in turn, identify the roles of your negotiating party
- Able to establish the background of the organization, negotiator during the preliminary preparatory stage
- Apply the techniques and understanding of the processes in negotiation to one's advantage to achieve a desired outcome
- Document the outcomes and monitor's one's progress towards the skills of negotiation

WHO SHOULD TAKE THIS COURSE?

- Personnel in account management
- Business development managers
- Pre-sales or sales executives
- Customer-facing roles that requires negotiation

COURSE DETAILS

EFFECTIVE NEGOTIATION TECHNIQUES			
COURSE DURATION: 18 HOURS			
FULL COURSE FEES: \$600 (excl. GST)			
	SELF- SPONSORED	SME	NON-SME
Singapore Citizens (Below 40y/o)	\$342.00 (Incl. GST)	\$222.00 (Incl. GST)	\$342.00 (Incl. GST)
Singapore Citizens (40y/o and Above)	\$222.00 (Incl. GST)	\$222.00 (Incl. GST)	\$222.00 (Incl. GST)
PR/LTVP+ (All Ages)	\$342.00 (Incl. GST)	\$222.00 (Incl. GST)	\$342.00 (Incl. GST)
SkillsFuture Enterprise Credit	N.A	Eligible companies can enrol	Eligible companies can enrol
Absentee Payroll	N.A	Fixed at \$4.50/Hour	Fixed at \$4.50/Hour

- Companies that are eligible for SkillsFuture Enterprise Credit can cover up to 90% (Capped at \$10,000)
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- SkillsFuture Credit Claimable for Singaporeans aged 25 & above

