

NEGOTIATION SKILLS

Category: Negotiation Skills

Course Name: Negotiating with Suppliers

Course Length: 2 Days

Instructor: William L. Michels

About this Course:

This course covers approaches to tactical and strategic negotiation. It provides tools and techniques for negotiation planning, strategy, execution and expectation management for negotiation with your suppliers.

Recommended for: any company or organization that desires to improve negotiation planning and negotiation outcomes for both individual and team negotiation process. This course is designed for anyone involved in negotiation. While it is developed from the procurement and supply chain perspective, it can be customized to include sales staff.

Objectives:

- Identify negotiation opportunities
- Effectively plan team negotiations with stakeholders
- Understand how to make best use of personal negotiation style
- Recognize different negotiation types and behaviors
- Efficiently implement negotiation strategies
- Facilitate post negotiation reviews

Benefits:

- Understand negotiation strategies and when to apply them
- Apply negotiation planning tools

Category: Negotiation Skills

Course Name: Effective Negotiation Preparations

Course Length: 2 days

Instructor: William A. Agee

About this Course:

Preparation is an essential element of the negotiation process since a negotiation is seldom made perfect at the table. The success of the negotiation depends on thoroughness of the planning and anticipation of negotiating objectives of both parties. A successful negotiation is the product of detailed study and analysis.

The topics covered in this course are:

- The negotiation process and understanding your counterpart
- Preparing your case/information
- Understanding your negotiating leverage
- Knowing your L-O-B profile
- Negotiation strategies and techniques
- Forming your team and determining their roles
- Preparing the negotiation worksheet
- Anticipating counter negotiation points, how to handle surprises and process breakdowns

Objectives:

- The participant to be better prepared when they enter their next negotiation
- The outcomes will be more aligned to their prepared strategies
- The tools and templates provided will enhance the participants' overall negotiation skills

Benefits:

The participants will learn:

- How to determine team membership and roles
- What information is required before the start of negotiations
- The importance of predetermining acceptable tradeoffs in negotiating points and determine the acceptable range of options
- How to create a negotiation checklist

Category: Negotiations Skills

Course Name: Telephone Skills for Sales and Negotiations

Course Length: 2 days

Instructor: William A. Agee

About this Course:

As the cost of a presentation to a prospective buyer rises, so does the demands placed upon an organization to both increase sales as well as utilize alternative methods of achieving the same results. It is only natural that the emphasis shift to making greater use of telemarketing. However, considering competition is facing the same degree of competitive pressures, how can one firm stand out from another and continue to increase revenue and profitability? The answer is in the delivery and the information we express to our customers.

This course is designed for those individuals that are directly involved in the sales activities of a company, telemarketing personnel, supervisors and managers.

Objectives:

Some of the successful applications covered include:

- Defining the organizations power sources
- Understanding how best to minimize our perceived weaknesses
- Developing a successful sales plan
- Attracting the customer's undivided attention within the initial opening
- Phrasing questions for emphasis and skills enhancing your listening
- Watching for cues to know when to ask for the order to improve the closing rate

Benefits:

- Utilize the strengths and weaknesses of negotiations without a person before you
- Allows the participants to create a telephone negotiation checklist
- Conveys the strengths of and power of effective and active listening to the outcome

Category: Negotiation Skills

Course Name: Equipment Lease Negotiations

Course Length: 2 days

Instructor: William A. Agee

About this Course:

Leasing has fast become one of the more common and sought after methods of acquiring capital goods and capital-intensive investments. Depending on the company's long term plans, cash flow, and tax consideration, the buyer is left with a variety of options to pursue in acquiring the best equipment for the company's needs.

Objectives:

This session will allow the new as well as the more experienced professional with tools, tactics and acquisition plans for securing the item. In addition, a step-by-step negotiation process will be created and developed. Whether the price of the lease is \$1,000 to over \$1,000,000, a concise detailed plan will be laid out to assist the purchasing executive through every step of the lease process.

Benefits:

Participants will:

- Learn how to determine and select the right lease for the deal
- Prepare lease quotes and a negotiation plan
- Evaluate the leases success criteria
- Analyze financial offers
- Determine traps in lease agreements
- Know the best techniques to employ in a negotiation strategy

- Watch for financial lease bluffs
- How to effectively and efficiently handle a lease closing