


## An illustration featuring four stylized characters in a collaborative work environment. The background is a vibrant orange with a large, curved white shape. In the top left, a woman with dark hair and glasses, wearing a blue shirt, is seated at a laptop, gesturing with her right hand. In the top right, a man with dark hair, wearing a dark grey sweater, is holding a blue folder and a document. In the bottom left, a man with dark skin and curly hair, wearing a dark grey sweater, is gesturing with his right hand. In the bottom right, an older man with white hair, wearing a light grey shirt and a blue tie, is holding a tablet. The illustration is surrounded by various icons: a white person icon, a white folder icon, a white speech bubble icon, a white pie chart icon, a white globe icon, and a white document icon. The overall style is modern and professional.



Negotiation skill is a highly sought after soft skill yet many people have taken it for granted and think that they can negotiate with a flip of the fingertip, as the matter of fact it is not as easy as we all thought. This is a skill that everybody has to learn, there are work to be done pre and post negotiation.



### Personnel in account management

Business Development Managers

Pre-sales or sales executives

# PROGRAMME HIGHLIGHTS

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The objectives of negotiation
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The 2 types of Negotiation – Distributive and Integrative
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Negotiation preliminaries – Identify in the different buyer behaviours and tactics including personality and cultural differences
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Qualities of a negotiator
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The 4 stages of Negotiation
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Monitor and evaluate and measure your success for improvement
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BATNA & Questioning techniques
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Roles and responsibilities in your negotiating team
- 

Conflict handling styles during negotiation
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The value of precedents
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Documenting your outcome

## 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 organisation
- 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 organisation, 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

Effective Negotiation Techniques

(TGS-2020512934)

Full Course Fee : \$600.00<sup>1</sup>

	Singapore Citizen Below 40 yrs old/ PR (All Ages)	Singapore Citizen 40 yrs old & above	SkillsFuture Enterprise Credit	Absentee Payroll
SELF SPONSORED	\$330.00 <sup>1</sup>	\$60.00 <sup>1</sup>	N.A	N.A
SME	All Singapore Citizen/PR - \$60.00 <sup>1</sup>		Eligible companies can enrol for as low as \$6.00 <sup>2</sup>	Capped at \$7.50/Hour Claim up to \$135.00 <sup>3</sup>
NON-SME	\$330.00 <sup>1</sup>	\$60.00 <sup>1</sup>		

<sup>1</sup>All prices exclude 7% GST (\$42.00)

<sup>2</sup>Companies that are eligible for SkillsFuture Enterprise Credit can cover up to 90% of out-of-pocket expenses (Capped at \$10,000)

<sup>3</sup>Trainees are eligible for Absentee Payroll, at 80% of basic hourly salary capped at \$7.50 per hour, can claim up to \$135.00