

# effective negotiation

fmi course number: PE03

Duration  
1 day

## .....course overview

Effective negotiation adds directly to the performance and outcomes for an organisation. The knowledge and skills to negotiate effectively are essential for anyone with responsibility to improve results through negotiation with customers, suppliers or others within the organisation.

This very practical course enables you to identify the core steps in negotiation and implement strategies and skills to optimise negotiation outcomes in a positive way.



## .....key content

- What is negotiation?
- Flexible negotiation styles
- Needs and wants in negotiation situations
- Balancing power
- Setting objectives
- Plan strategies and tactics
- Gaining concessions
- The negotiation process
- Reviewing negotiation

## .....what objectives can I achieve?

1. Identify and apply flexible negotiation styles
2. Balance power in negotiation
3. Set negotiation objectives
4. Plan negotiation strategies and tactics
5. Gain and trade off concessions that have appropriate value
6. Practise, observe, monitor and review the negotiation process



## Who this course is useful for

All people who wish to increase their ability to negotiate effectively as part of their role at work

### Resources for this Course

A **Learning Guide** is provided for this course. It contains notes and can be used for participant's own notes.

### Assessment

There is no formal assessment in this course

### Dates and locations

**Course Dates:** Sydney  
For dates please see FMI Public Course Calendar at [www.frontlinemanagementinstitute.com.au](http://www.frontlinemanagementinstitute.com.au)

**Time:** 9am to 4.45pm

Location is close to Sydney CBD. You will be advised of the exact location by email one week prior to commencement.

### Fees

For fees please see FMI Public Course Calendar at [www.frontlinemanagementinstitute.com.au](http://www.frontlinemanagementinstitute.com.au)

### Corporate Versions of this Course

This course can be tailored for corporate requirements as an in-house course.

### Booking

To book, phone +6129660 0199

Email fmi to find out how we can help you:  
[fmi@managementcando.com](mailto:fmi@managementcando.com)

### Contact frontline management institute

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