



# Procure

new skills



## Procurement and Supply Skills Training Portfolio

DELIVERED BY CIPS FOR BUSINESS

# Effective Negotiation

14 HRS

## Is it right for me?

Effective negotiation is a key process for those such as buyers and procurement officers who provide advice and guidance to stakeholders on the performance of procurement and supply.

Are you effective in your negotiations with internal and external stakeholders? Do you demonstrate effective behaviours in conducting commercial negotiations?

This interactive two-day training course will provide you with the knowledge and skills to become an effective commercial negotiator.

## What will I learn?

As part of this course, you will have access to pre and post work activities online to help you prepare and reflect on your training. You will learn the need and purpose for negotiation in procurement and supply. We will work through the negotiation process so you can understand the key activities at each phase, including the techniques and tactics used by the best negotiators. We will explore the sources of power in negotiations and the different styles of negotiation that can be adopted. You will have the opportunity to apply your knowledge in a safe environment in the form of a role play to practice your skills with validation from your experienced course tutor.

## What are the learning objectives?

By the end of this course, you will be able to:

- Recognise the steps contained within a negotiation process
- Plan and prepare for a negotiation
- Understand and apply different styles of negotiation
- Identify and use a range of techniques and tactics throughout the negotiation process
- Explain the sources of power in commercial negotiations
- Apply learning through negotiation role-play

## EFFECTIVE NEGOTIATION

### Agenda Day 1

Online pre-work should be completed before day 1

The virtual room will open will open 15 minutes before your session

### Introductions and Aspirations followed by a discussion on pre-work activities

#### Session 1

What is negotiation?

- Negotiation process
- Stakeholder analysis

#### Session 2

Preparation and planning phase

- Setting objectives and variables
- BATNA and ZOPA

#### Session 3

Interaction phase

- Open, test, move, agree
- Negotiation techniques and tactics

#### Session 4

Post negotiation phase

- Implementing and monitoring the agreement

### Review of Day 1

### Agenda Day 2

Online reflective learning should be completed before day 2

The virtual room will open will open 15 minutes before your session

#### Session 5

Sources of power in commercial negotiations

- Use of power in negotiation

#### Session 6

Approaches to negotiation

- Negotiation styles
- Supplier relationships

#### Session 7

Negotiation skills

- Question styles

#### Session 8

Role play

- Validation and achievement

### Review of Day 1 and 2

### What's next?

# Spot on training

A photograph of a middle-aged man with a beard and short grey hair, wearing a blue collared shirt and a dark blue cardigan. He is looking towards the right. A white circular highlight is positioned behind his head, making it stand out against the blue background.

## About CIPS, the Chartered Institute of Procurement & Supply

### The professional body

CIPS, a not-for-profit organisation that exists for the public good, is the voice of the profession, promoting and developing high standards of skill, ability and integrity among procurement and supply chain professionals.

### Quality guaranteed

Our qualifications are recognised by OFQUAL in England and regulators in various countries, demonstrating that they meet specific quality standards.

### The Global Standard

CIPS Global Standard in Procurement and Supply, which is freely available, sets the benchmark for what good looks like in the profession.

### A commercial organisation

CIPS helps governments, development agencies, and businesses around the world to excel in procurement and supply, supporting them to improve and deliver results and raise standards.