



# Procure

new skills



## Procurement and Supply Skills Training Portfolio

DELIVERED BY CIPS FOR BUSINESS

# Masterclass in Negotiation

 14 HRS

## Is it right for me?

Building on the foundation tools and skills covered in our Effective Negotiation course, this course will provide you the advanced skills required to get the best possible outcomes when negotiating with internal and external stakeholders. This interactive two-day training course will move you from having knowledge of effective negotiation to being an advanced 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 how to create a strategic plan for commercial negotiations. We will explore the techniques and tools used by the best negotiators, using an interactive exercise on persuasion and influence. You will discover the behavioural aspects of negotiation such as emotional intelligence.

A team event will allow you to delve into game theory. You will have the opportunity to test your knowledge by developing your strategic negotiation plan throughout the two days, with validation from your experienced course tutor.

## What are the learning objectives?

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

- Understand the basis of effective negotiation
- Prepare a strategic plan for a negotiation
- Analyse the concepts of conditioning, anchoring, persuasion, and influence
- Comprehend the role of team dynamics and game theory in negotiations
- Apply virtual communication techniques

## MASTERCLASS IN 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

Effective negotiation

- Characteristics of successful negotiators
- Understanding market forces and procurement tools
- Negotiation tactics, ploys, and styles

#### Session 2

Strategic Planning

- Stakeholder management
- Objectives and variables

#### Session 3

Power in negotiations

- Supplier and buyer power
- Personal power

#### Session 4

Influencing

- Influencing theory and application
- Influencing tools and techniques in NLP (Neuro-linguistic programming)

### 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

People and behaviours

- Conditioning and anchoring
- Team dynamics and game theory
- Emotional intelligence
- Culture

#### Session 6

Non-verbal communication

- Kinesics
- Paralanguage
- Proxemics
- Chronemics
- Haptics

#### Session 7

Role play

- Valid Test – Strategic plan for negotiation

### Review of Day 1 and 2

### What's next?

# Spot on training

A man with a beard and short hair, wearing a blue shirt and a dark blue sweater, is shown in profile looking to the right. He is positioned in front of a glowing white circle that is part of the 'Spot on' text.

## 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.