

# Negotiation Excellence

**[2 Day Workshop, Experiential Sharing Based Learning Methodology through Presentation – Case Study & Activity Based Directed Learning Approach –6 Major Topics @Approximately 2.5 Hours Coverage Each]  
[Schedule: 9:15-10:45AM / 11-1PM / 1:45-3:15PM / 3:30-5:30PM]**

## Workshop– Learning Objectives:

**Participants will learn to:**

1. Improve their Negotiation Management Skills
2. Develop an understanding of project / service based vendor environment
3. Build negotiation management knowledge and interpersonal skills
4. Practice application area best practices, tips, tricks and traps
5. Recommend negotiation management course corrections based on influences including vendors, stakeholders, time, cost and quality
6. Enhance negotiation structures per influences of milestones
7. Explore Vendors Stated Vs Hidden Needs via Plan – Do – Check – Act Cycle
8. Evolve Vendor Process Group Interactions& Promote Internal and External Customer Experiences across Project / Product / Service Life Cycle

## Workshop– Learning Outcomes:

**Post Workshop, Participants' Outcomes Include:**

1. Effective understanding and appreciation towards project / service / product negotiation management methodologies and framework
2. Appreciation of negotiation challenges against project performance requirements and meeting milestones
3. Identify critical success factors across the life cycle for project/ service success for effective negotiation
4. Avoiding performance traps by practicing “Plan – Do – Check – Act”
5. Acquiring communication and influencing skills to promote an enjoyable employee engagement and customer experience
6. Synchronise vendor negotiation management tactics and techniques with customers and nurture profit growth
7. Enabling faster decision making approaches suiting all stakeholders
8. Utilising the newly acquired vendor management and negotiation strategies and skills in actual project/ service situations for stakeholder benefits

### **SIEGER TRAINING CONSULTANTS (P) LIMITED**

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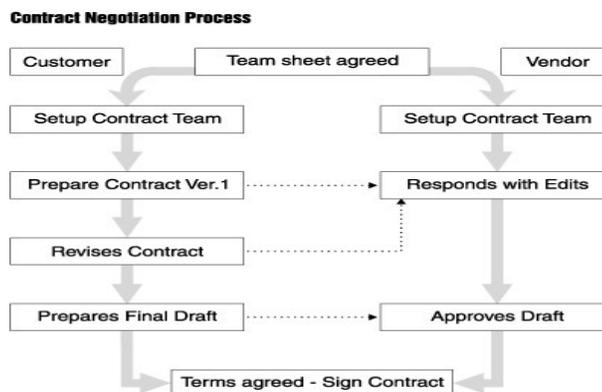
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## Workshop Outline – 2 Days

### 1. Optimize Your Internal Negotiation Team For Right Output & Surge Ahead By Effective Conflict Management & Negotiation Skills – Manage For Results & Outcomes! Groups – Activities & Experiential Walk Through Include:

- Constructive Vs Destructive Conflict – Sources of Conflict – The Do’s and Don’ts in Negotiations – Probing Skills – Objection Handling Techniques
- Deal With Conflict Emerging From Difficult Employees / Stakeholders / Vendors – Don’t De-Link Employees – Tactics To Deal Tough Employees Throwing Attitude and/or Subject Matter – Competency – Learn To Negotiate With Under & Over Achievers
- Deal With Conflict (My Way – No Way – Your Way – Half Way – Our Way – Our Way) – Collaboration Vs Confrontation – Addressing Team / Vendor / Stakeholder Conflict (Problem Definition – Data Gathering – Data Analysis – Choosing Best Solutions – Implementing & Continuous Refinement)
- Deal With Conflict Quickly & Effectively – Best Practices From Rest Of The World!



### 2. Thomas-Kilmann Conflict Management Instrument – Self Assessment – Activities & Experiential Walk Through Include:

- Discover Your Conflict Profile
- Seek Positive Outcomes Through Best Conflict Handling Techniques: Competing – Collaborating – Compromising – Avoiding – Accommodating
- Address Two Basic Behavior Dimensions By Thomas-Kilmann Conflict Model
- Effective Anger Management Technique During Conflict Management & Negotiation – HEAT (Hear – Empathize – Ask – Take) Technique!

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### 3. Team Passion & Energy Drivers For Vendor Negotiation: Effective Influencing Options – Activities & Experiential Walk Through Include:

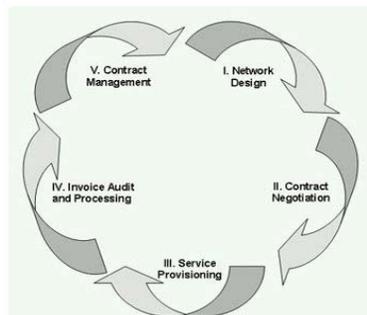
- Autocratic, Push –works when supported by personal power
- Collaborative, Pull –works where no power available
- Logical Approach –works with logical, linear thinkers
- Emotional Approach –works to get others fired up about an issue
- Assertive Approach –works when overcoming resistance
- Sales Approach –works where benefits need emphasizing
- Bargaining Approach –works where a win-win outcome needed
- Walk The Talk Approach –works if you can model what is needed

### 4. MODI [Management Of Differences Inventory] – Activities &Experiential Walk Through Include:

- Self Assessment – Conflict & MODI
- Approaches To Managing Disagreement Between People Or Groups: Maintain – Smooth – Dominate – Decide By Rule – Coexist – Bargain – Yield – Release – Collaborate
- Guiding Principle & Strategic Approaches To Deal With Disagreement
- Explore – Plan – Prepare – Implement!

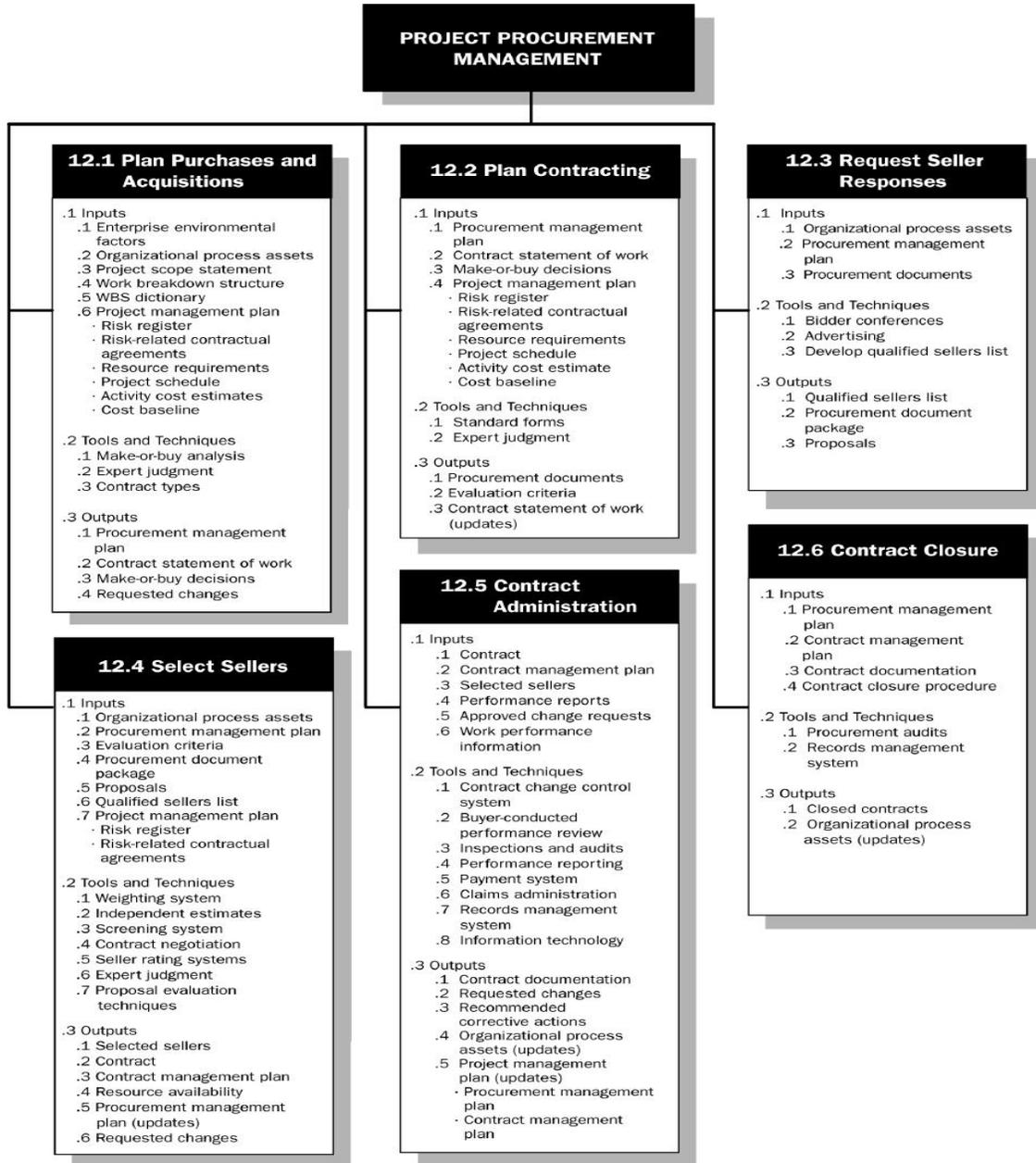


### 5. Product / Project / Service Negotiation Life Cycle Relationship – Negotiation Management Best Practices – International Case Study Based Insights, Activities & Experiential Walk Through Include:



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## 6. Project / Service / Product Procurement Management – Activities & Experiential Walk Through Per PMI – Body of Knowledge Areas



Project Procurement Management Overview

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## Other Details:

- Payment to be made within 15 days from the date of the invoice.
- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training Consultants Pvt. Ltd. Sieger will charge on INR basis only.
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