

Procurement Negotiation Training with Effective Communication

Duration: 24 Hours

Course Overview: With our procurement negotiation training course, you'll learn the need and purpose for negotiations, and you'll work through the negotiation process from start to finish. Learn the techniques and tactics used by the best negotiators and explore the sources of powers and different styles of negotiation that can be adopted.

By the end of the training, you'll 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

Target Audience: Operational Buyer

- Procurement Analyst
- Buyer
- Senior Buyer
- Contract Manager
- Category Manager
- Procurement Manager
- Support Manager
- Quality Assurance Manager

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Module 1 Active Listening and Empathy:

- Understanding the importance of active listening in negotiation.
- Techniques for active listening, such as paraphrasing, summarizing, and asking clarifying questions.
- Developing empathy to understand the perspective and emotions of the other party.
- Practicing reflective listening to demonstrate understanding and build rapport.

Module 2 Clear and Assertive Communication:

- Importance of clarity and assertiveness in conveying your message.
- Strategies for structuring your communication effectively, including using clear language, avoiding ambiguity, and staying focused on key points.

- Assertiveness techniques for expressing your needs, interests, and boundaries while respecting the other party.
- Managing emotions and maintaining professionalism during challenging conversations.

Module 3 – What is negotiation

- Negotiation process
- Stakeholder analysis

Module 4– Preparation and planning phase

- Setting objectives and variables
- BATNA and ZOPA (Strategies)

Module 5 – Interaction phase

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

Module 6- Building Rapport and Trust:

- Building rapport through positive communication and establishing common ground.
- Techniques for building trust, such as demonstrating reliability, transparency, and integrity.
- Managing distrust and overcoming barriers to trust in negotiation.
- Leveraging active listening and empathy to strengthen relationships and foster cooperation.

Module 7 – Post negotiation phase

- Implementing and monitoring the agreement

Module 8 – Sources of powers in commercial negotiations

- Use of power in negotiation

Module 9 – Approaches to negotiation

- Negotiation styles
- Supplier relationships

Module 10– Negotiation skills

- Question styles

Module 11: Nonverbal Communication and Body Language:

- Recognizing the impact of nonverbal cues and body language in negotiation.
- Understanding different types of nonverbal communication, such as facial expressions, gestures, and posture.

- Techniques for improving your nonverbal communication, such as maintaining eye contact, using open body language, and controlling nervous habits.

Module 12: Managing Difficult Conversations and Negotiation Tactics & Role play:

- Strategies for handling difficult conversations and navigating conflicts constructively.
- Recognizing common negotiation tactics, such as anchoring, bluffing, and escalating demands.
- Techniques for responding to negotiation tactics assertively and ethically.
- Developing negotiation skills to create win-win outcomes and maximize value for all parties involved.
- Role play Activity