



## The Art of Negotiation

### 1-day course

**This programme can be attended as part of a discounted Contracting Trio\***



**This course also provides tuition for  
IWFM level 5 qualification unit FM5.12  
See 'Professional Recognition' section below for details**

### Aim

To give delegates the knowledge, skills and confidence to improve their performance in all forms of negotiations, from day-to-day issues with colleagues, customers, contractors and suppliers through to contract negotiations

### Objectives

This course describes proven negotiation techniques, makes you aware of your inherent negotiating strengths and shows you how to optimise them to reach a successful conclusion by:

*Clarifying objectives;  
Setting realistic targets;  
Anticipating the other party's needs and tactics;  
Preparing and managing opening positions;  
Listening effectively;  
Looking for 'added value';  
Using proven persuasion techniques;  
Planning and managing concession trading;  
Avoiding common mistakes and omissions;  
Effectively closing the deal.*

### Description

Facilities managers and their staff need to negotiate with colleagues, customers, contractors and suppliers on a daily basis. Negotiations will be conducted with and against highly experienced negotiators determined to achieve their own targets and goals. How can you prepare for negotiation? What tactics should be deployed to minimise risk and fully exploit opportunities?

In this highly practical course the speaker takes you through an innovative approach to negotiation training, based on individual negotiating styles and behaviour. He helps you to analyse your own styles and to understand how you can maximise the strengths those styles possess and to minimise the potential damage to your positions arising from the negative aspects of the same styles. He also describes proven negotiation techniques and how and when to apply them in reaching a successful deal.

There will be plenty of interaction, including a role-play simulated negotiation, and a sound basis for future personal development action plans.

## **Programme**

- 0845 Registration, tea and coffee**
- 0915 Introductions and Negotiating Skills and Styles**  
What you will gain from today  
Negotiating strategy  
Recognising negotiating styles and applying the lessons
- 1100 Coffee**
- 1120 Skills and Styles (cont)**  
Recognising negotiating styles and applying the lessons  
Planning, preparing and opening  
Briefing for role play simulation
- 1245 Lunch and preparation for role-play simulation**
- 1415 Putting a frame around it: role-play simulation**  
Negotiation practice of the lessons learned  
Feedback on outcome
- 1500 Tea**
- 1515 Concessions**  
How to get them and how to make them
- Closing**  
How to get to it
- 1545 Common mistakes and omissions**  
**Summary and Action Plans**  
Making today work in the future
- 1600 Close of course**

## **\*Discounted Contracting Trio**

The Art of Negotiation together with our 1-day The Tender Process and Contract Management programmes can be taken as a single 3-day course for a reduced fee.

## **Professional Recognition**



*This course also provides tuition for*  
**IWFM level 5 qualification unit FM5.12**

Delegates receive a Quadrilect Ld certificate of attendance which contributes towards their record of CPD [Continuing Professional Development].

'Negotiating to Win' is accredited to provide tuition for IWFm level 5 qualification unit FM5.12. Please note that this unit **alone** does not constitute a complete qualification. Please contact us on 020 7469 1398 or email [info@quadrilect.co.uk](mailto:info@quadrilect.co.uk) for a qualifications brochure and further guidance on enrolment

**How do I book?**

**Telephone:** 020 7469 1398

**Email:** [info@quadrilect.co.uk](mailto:info@quadrilect.co.uk)

**Website:** [www.quadrilect.com](http://www.quadrilect.com)