



# Soft Skills in Hard Negotiations

Shanghai, China 28th-30th Jun 2016 / 6th-8th Dec 2016

## Learning Goals

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### By the end of this module, participants will be able to

- Align the negotiation execution with the negotiation preparation
- Assess one's own negotiation reflexes and control these reflexes
- Identify the right tactic for each negotiation point
- Read the counterpart's tactics and respond to it
- Recognise the variety of negotiation styles
- Switch negotiation style and behaviours during the face-to-face negotiations
- Recognise and learn to manage the intercultural component in negotiations
- Improve self-management through better self-awareness
- Initiate a change in negotiation deadlocks.
- Optimise preparation for the negotiation (psychological, technical, etc.)

## Methods and Tools

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- Highly interactive environment
- Balance of theory and practical exercises
- Intercultural model to assess one's tendencies and ability to adjust
- DISC® (personality indicator)
- Group analysis of case studies
- Simulations and role plays

## Target Group

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- Key Commodity Managers, International Sourcing Officers, Senior Buyers, Sourcing Quality Assurance Engineers

## Duration

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- 3 days

## Training location

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- 26A, No. 895, Yan An Road West, Shanghai, P. R. China, 200050



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## Phase Content

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### Day 1

- Identification of internal negotiating challenges
- Prepare your own case
- DISC® Behavioural Analysis: Identifying your personal communication profile
- Analysis of your style, the resulting benefits and drawbacks, how to adjust
- Communicating/negotiating across styles

### Day 2

- Learn several key theories of cross cultural difference
- Practice by applying these theories to different instances of business communication & negotiations
- Targeting cultural tendencies: a "roadmap" for negotiating in country X
- Review key negotiation phases
- Role play of each phase with intensive individual feedback

### Day 3

- Defining a negotiation strategy: Order of presentation of clauses
- Making and answering objections
- Solutions to deadlock
- Learning how to best close the deal
- Sharing best practices
- What are the take-away?
- Establishing a personal "action plan" for optimising soft skills in an intercultural environment.
- Role-play of each phase with intensive individual feedback.

## Credits for

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**Expert Buyers** Certification Programme

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