



Negotiation Skills Training Course Brochure

1 Day Practical Workshop



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The Right Fit.....For You

This course has been designed to help you increase their self-awareness and enhance their existing negotiation skills in a dynamic and thought-provoking way.

This one-day course has been designed to provide all the skills needed to conduct effective negotiations while maintaining positive long-term business relationships.

During the course learners will discover their individual style of negotiation and identify key areas to work on to develop their style to become more effective while negotiating.

At the end of the course you will have a clear approach to negotiating the best possible outcome while negotiating with internal colleagues, customers or external stakeholders.

Below you will find a proposed course outline.

Our trainer will also work with you before the course to get your input and tailor the content as needed.

"Everyone thought Andrew was great and the course really developed their skills as internal trainers."

Dearbhla Casey, HR Manager, Irish Country Meats



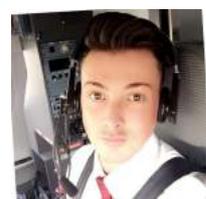
"We are all very happy with the training carried out last week & will definitely be in contact in the future"

Aoife O'Rourke, Key Account Manager, Tool & Plastic



"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."

Jonathan Latimer, Fleet Training Instructor, City Jet





Why Choose DCM Learning

At DCM Learning we have a strong culture of working in long-term relationships with our clients. Although it's a bit of a cliché, we strongly believe that our client relationships are partnerships and that's the best way for our clients to get the best results.

Specific reasons to choose DCM:



Support: 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



Experienced: We have many years' experience providing customised training programmes for small and large companies. Last year, we delivered onsite training with 521 companies.



Excellent Trainers: Our trainers combine professional training know-how with relevant experience in their chosen training field



Quality Assured Training: Make sure you Safeguard Your Training Investment. DCM offer courses accredited by the following national and international certification bodies.



You're in Good Company

We work with small and large companies, individuals, Government Agencies, Universities and blue chip companies such as Google, AIG, Glaxo Smith Kline, and Symantec, so you can have confidence in our ability to deliver the results you want to achieve.





Negotiation Skills Training

COURSE OVERVIEW

This one-day course has been designed to provide all the skills needed to conduct effective negotiations while maintaining positive long-term business relationships.

During the course learners will discover their individual style of negotiation and identify key areas to work on to develop their style to become more effective while negotiating.

At the end of the course each learner will have a clear approach to negotiating the best possible outcome while negotiating with internal colleagues, customers or external stakeholders.

LEARNING OUTCOMES

By the end of the course each learner will be able to:

- Be able to use a structured approach
- Negotiate for resolution & consensus
- Anticipate the other parties wants & Identify leveraging points
- Unbundle items to be negotiated
- Use their influencing skills to control and guide meetings/calls
- Develop a negotiation process that works for them
- Improve communication, Discussion and rapport building skills
- Have more confidence dealing with difficult situations and deadlock

Below you will find a proposed course outline detailing all the topics covered on the training programme.



Course Content

TOPIC 1: NEGOTIATION - THE BASICS

- Overview of the skills and attributes required to be a successful negotiator
- The different types of negotiation & what ones are most applicable to you
- Practical steps to improve your negotiation skills - what to do and not to do.

TOPIC 2: PLANNING YOUR NEGOTIATION STRATEGY

- How to set out your initial proposal - e.g. should it be an honest, this is my bottom line, approach or should you be starting from a more demanding position?
- How to structure negotiations around your management structures (e.g. director may ultimately sign off on the end position but you as a manager or analyst may be doing the day to day negotiation).
- Knowing when to draw the line
- How to compromise and make concessions

TOPIC 3: BUILDING RAPPORT

- Understanding human behaviour and mindsets - Their wants and needs
- Building rapport - managing the relationship during negotiations

TOPIC 4: CONDUCTING NEGOTIATIONS

- How to effectively communicate during negotiations - through the exchange / sharing of information and listening.
- Persuasion : Develop the ability to persuade people, especially decision makers with negotiation skills.
- Formulating a fall-back option or 'Plan B'
- Dealing with difficult people / scenarios & Identifying realisable agreements
- Dealing with deadlock - How to find a way out of an impasse



Andrew Gibson

Training Associate

Andrew is a Trainer, Consultant and Executive Coach. He has acquired the knowledge and skills of successful management and knows how to impart them to others. He has worked in training and development for over 15 years, helping people and organisations of all sizes and sectors achieve their goals.

Andrew's background in Behavioural Psychology means he is best placed to understand organisational change doesn't happen overnight and isn't always easy.

Andrew has vast experience as a trainer, mediator and conflict coach and has worked with the United Nations on mediation and conflict resolution. He has extensively studied the effect of inter-cultural conflict especially in the workplace.

Some of Andrew's qualifications and affiliations include:

- Honours degree in Psychology from Nottingham Trent University (NTU)
- Member of The British Psychological Society
- Higher Diploma (H. Dip) in Conflict Resolution
- Member of the International Mediation Institute (IMI) and an IMI Certified Mediator
- Member of the IMI Appraisal Committee; the role of this committee is to manage and approve new qualifying assessment programmes



Andrew Woods

Training Associate

Andrew is a Trainer, Consultant and Executive Coach with expertise built through a 20-year successful track record in Leadership, Team Development, Communication Impact and Customer Service Excellence. He is dedicated to providing impactful and sustainable workplace learning by creating authentic and practical learning experiences for clients. He is an Executive / Team Coach and Business Mentor for any size organisation.

His senior management career background provides a solid platform for all his interventions. He is a natural communicator who imparts his knowledge with humor and enthusiasm, encouraging and supporting individuals, teams and organisations to excel.

He has accumulated a wealth of business knowledge and experience across many sectors in local and international markets and has successfully delivered projects and interventions on 4 continents including UK, Australia, New Zealand, USA, Germany, South Africa and Ireland.

Some of Andrew's qualifications and affiliations include:

- A member of the IITD and ICF, he has an advanced qualification in Executive and Career
- Coaching through the Irish Life Coach Institute.
- Belbin (team type) Accredited

"I just wanted to say thank you to Andrew for delivering a fantastic training course to the team over the past two days. The feedback has been extremely positive, you have really got the team thinking about our current business processes and how we can improve them! Hope to see you again in the near future!"

Niamh McCarthy, HR Manager, Spearline





Inhouse Training, One Size Doesn't Fit All.

Does your team need training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

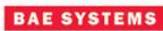
Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
Cost	€1,095 per day	€995 per day	€895 per day
Materials	Included	Included	Included
Travel Expenses	Included	Included	Included
Areas Covered	All Counties	All Counties	All Counties
Customisation	Course Customised	Course Customised	Course Customised
Survey	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
Account Management		Dedicated Account Manager	Dedicated Account Manager
Free Public Course		1 Free Place	3 Free Places
Public Course Discount		15%	25%



Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the
right course**

DUBLIN

☎ 01 5241338
✉ dublin@dcmlearning.ie
📍 Guinness Enterprise
Centre

CORK

☎ 021 2429691
✉ cork@dcmlearning.ie
📍 Atrium Business Centre
Blackpool Business Park

DROGHEDA

☎ 041 9865679
✉ drogheda@dcmlearning.ie
📍 24 Laurence Street
Co. Louth