



This College Africa Group course will enhance the user's skills on the subject and teaches fundamentals as well as strategies in an easy to follow, easy to understand format and includes practical exercises which will assist in developing your skills in the workplace.

COURSE OUTLINE - Negotiation Basics, Fourth Edition

Course Number: AXO84–100

Days: 1

Description: Negotiation is often thought of as a contest in which one side wins and the other side loses. The truth is that we negotiate every day with a view toward meeting our needs without antagonizing or defeating others. This kind of negotiating is known as win–win or collaborative problem solving. This book looks at all forms of negotiating, but emphasizes win–win negotiating principles and strategies. It includes new concepts, tools, and guidance, reflecting recent advances in collaboration and cooperation and new attitudes toward negotiation.

Topic-Level Outline

Part 1: An Introduction to Negotiation

What Is Negotiation?
Negotiation—Some Practical Definitions
Identifying Opportunities for Negotiation
To Negotiate or Not—That Is the Question
Negotiation and Conflict
Understanding Types of Negotiation
Summary

Part 2: Negotiation: Attitudes and Approaches

Negotiation Styles
The Win–Win Approach to Negotiation
The Give/Get Principle of Negotiation
Managing Conflict During Negotiation
Conflict Resolution Styles
Characteristics of a Successful Negotiator
Case Study: A Buy–Sell Negotiation
Summary

TOC Continue...

Part 3: Negotiation: The Process

Preparing to Negotiate
Collecting Detailed Information Negotiator’s
Guide to Preparation
The Seven Basic Steps in Negotiating
Step 1: Getting to Know the Negotiators
Step 2: Stating Goals and Objectives
Step 3: Starting the Process
Step 4: Revealing Disagreement and Conflict
Step 5: Narrowing the Gap Between
Negotiators
Step 6: Finding Alternatives for Resolution
Step 7: Agreement in Principle, Settlement,
and Acknowledgment
Reviewing the Seven Basic Steps in
Negotiating
Summary

Part 4: Strategies and Tactics

Negotiating Through Give to Get
Five Basic Strategies in Action
Identifying Other Negotiation Strategies
Ten Critical Mistakes to Avoid
Summary

Part 5: Developing Your Skills

Case Study: Negotiating a Project Plan
Applying What You Have Learned

Appendix

Negotiation Preparation Checklist
Appendix to Part 2
Appendix to Part 3
Appendix to Part 4
Appendix to Part 5
Additional Reading
Additional Suggested Resources

ABOUT US

Established as EasyExcel, the company has been re-branded as College Africa Group. College Africa Group has been in operation since 2003 and has trained many corporate and professionals throughout Southern Africa. (For more info click here.) (<http://www.collegeafricagroup.com>)

ACCREDITATION

College Africa Group is MICT SETA accredited and a Microsoft Partner. College Africa Group has more than 30 years' experience in Financial, Sales, Operations, Marketing and Administration Directorship and understands the problems and deadlines you face.

MS OFFICE

- EXCEL
- WORD
- POWERPOINT
- OUTLOOK
- ACCESS
- PROJECT
- (www.collegeafricagroup.com)

SOFT SKILLS

- SALES NEGOTIATION
- MEETING PROTOCOLS
- TELEPHONE SKILLS
- KEYBOARDING
- (www.collegeafricagroup.com)

SPECIALS

- Join our loyalty program
- Sign up for a weekly newsletter
- Group Discounts available
- Onsite Training is available T&C Apply

DASHBOARDS

Create eye-catching, interactive, awesome excel dashboard reports ([Dashboard](#))

CONSULTANCY SERVICES

Get personal assistance with your spreadsheets

Excel for Executives
Excel Automation
([Excel Automation](#))

MS PROJECT

Get fast reports!
Master MS Project for quick info and outcomes
([MS Project](#))

KEYBOARDING

Save time!
Learn to touch-type and be more accurate.
([Keyboarding](#))

EBOOKS AND ONLINE TRAINING

Excel Essentials 2013 [Ebook](#), workbooks, and solutions.
Excel Intermediate 2013 [Ebook](#), workbooks, and solutions.
Excel Advanced 2013 [Ebook](#), workbooks, and solutions.
Excel comprehensive online courses, email for more details.



CONTACT DETAILS

Arnold Muscat
Direct 083 778 4903
Email: sales@collegeafricagroup.com
Click to Join our [Loyalty](#)



Committed to skills development in the Media, Advertising and ICT sector
Accreditation no: ACC/2011/07/066

Call Centre: 0861 114 679
(Office Hours)
Website: www.collegeafricagroup.com
CAG [Newsletter](#)