

Negotiation & Communication Skills in Purchasing

BENEFIT	The participants will learn how professional negotiators prepare and carry out negotiations in order to achieve maximum results.
CONTENTS	<p>Understanding Negotiations</p> <ul style="list-style-type: none"> ▪ SELF ASSESSMENT: How good a negotiator are you? ▪ Basic rules for effective negotiations ▪ Major negotiation styles: strengths, weaknesses, usage, limits ▪ Important aspects in intercultural negotiations ▪ Behavior during negotiations: Do's and Don'ts <p>Getting Ready to Negotiate</p> <ul style="list-style-type: none"> ▪ You can't hit a target you never set: How to define and set targets ▪ Types of negotiation partners and how to deal with them ▪ Satisfaction of needs and finding common interests ▪ How to create an effective argumentation strategy ▪ How to use facts, figures, KPI, etc. to strengthen your arguments ▪ CHECKLIST: 15 questions to ask, when preparing for negotiations ▪ CHECKLIST: Organizational topics when preparing for negotiations <p>Carrying Out Negotiations</p> <ul style="list-style-type: none"> ▪ The 8-stage negotiation process ▪ How to communicate effectively in negotiations ▪ Verbal and body language in negotiations ▪ Question-based leadership: The most important question types ▪ Understanding and being understood – active listening ▪ How to argue effectively: The four parts of an argument ▪ Dealing with objections: 12 effective Objection-handling techniques ▪ How manage conflicts in difficult negotiations ▪ The most common negotiation mistakes ▪ Final activities for the conclusion of negotiations ▪ CHECKLIST: Crucial aspects for telephone negotiations
DURATION	2 days (Training No. VF01-US)
TARGET GROUP	Newcomers in purchasing, members of technical departments
TRAINING METHODS	Input, discussions, teamwork, role plays with video-feedback
REQUIREMENTS	None