

Negotiation & Influence Skills

1. Overview

The purpose of this programme is to equip participants with the knowledge, skills, and techniques required to conduct effective negotiations in authentic workplace situations. Participants will understand the importance of negotiation as a key managerial function, follow a structured negotiation process, and apply effective strategies to reach mutually beneficial agreements.

The programme is applicable to junior managers, team leaders, supervisors, and small business owners who are involved in business transactions, conflict resolution, and internal or external negotiations.

2. Programme Outcome:

- Explain the need for negotiation skills in business and workplace contexts
- Explain and apply the steps in the negotiation process to real or simulated workplace situations
- Identify and apply negotiation strategies appropriate to different circumstances
- Negotiate and conclude an agreement or deal in an authentic work environment

Qualification:	Certificate of Completion
Duration:	1-Month
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0339
SAQA US:	13948
NQF Level:	4
Credits:	5
Entry Requirements:	Communication & Mathematical Literacy at NQF 3
Training Options:	Online - Each participant will receive the programme materials and resources are emailed to the participants. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location. Blended - Blended learning combines both online and face-to-face training. Participants receive the learning material by email to the participant. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions. Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.
Minimum Participants Required:	(1) Online, (1) Blended & (1) Face-to-Face

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

3. Programme Content

- **(13948 US):** Negotiate an agreement or deal in an authentic work situation

4. Topics

Module 1: Introduction to Negotiation in Business

- The role and importance of negotiation in business and management
- Common negotiation situations in the workplace (e.g., supplier deals, team conflicts, performance issues)
- Benefits of effective negotiation for individuals and organizations
- The impact of poor negotiation skills on business outcomes
- Ethical considerations in negotiation

Module 2: The Negotiation Process

- The five key steps in the negotiation process:
 1. Preparation and Planning
 2. Discussion and Information Exchange
 3. Proposal and Bargaining
 4. Agreement and Closing
 5. Implementation and Review
- Importance of preparation: setting objectives, understanding needs, and researching the other party
- Communication and questioning techniques during negotiation
- Recording and documenting negotiation outcomes

Module 3: Negotiation Strategies and Techniques

- Types of negotiation strategies:
 - Win-Win (Collaborative)
 - Win-Lose (Competitive)
 - Lose-Lose (Compromise)
- Choosing the right strategy for the situation
- Persuasion, influence, and assertiveness in negotiation
- Managing conflict and emotions during negotiation
- Cultural and interpersonal considerations
- Evaluating the outcome and maintaining relationships after negotiation

Module 4: Applying Negotiation in Authentic Work Situations

- Planning and conducting a simulated or workplace negotiation
- Recording and analysing negotiation results
- Evaluating personal negotiation performance

We trust that the above is in order and look forward to hearing from you for Implementation

- Providing and receiving feedback for improvement
- Developing a personal negotiation improvement plan

5. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding.
- **Practical Assignments:** Hands-on tasks related to course topics.
- **Workplace Assignments and Logbook:** Application of skills in real-world settings.

Successful participants will receive a certificate of completion.

6. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

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