

# Manage and win tough purchasing negotiations

Hands-on course of 2 days - 14h

Ref.: AEP - Price 2024: CHF1 530 (excl. taxes)

## THE PROGRAMME

last updated: 01/2018

### 1) The key stages of purchasing negotiations

- Organising the negotiation process: the 4 C principles
- Stakes and targets
- Sources of power in negotiation
- Key success factors in negotiation: preparation, analysis, behaviour
- Negotiation matrix

*Exercise* : Different negotiation scenarios are prepared and simulated. After the simulation, the trainer provides feedback both on strategy and behavioural aspects.

### 2) Techniques for managing tough negotiations

- Select the appropriate strategy
- Concentrate on interests rather than positions
- Tools to unlock a difficult negotiation
- Focus your arguments with "ACES"
- Cross the "CREEK"
- Work on mental preparation

*Exercise* : Different negotiation scenarios are prepared and simulated. After the simulation, the trainer provides feedback both on strategy and behavioural aspects

### 3) Managing conflict situations

- Understand the causes of conflict
- Adapt your negotiation style to the counterpart
- Manage emotions and stress
- Techniques for reducing tension and promoting agreement

*Role-playing* : A conflict negotiation scenario is prepared and simulated. After the simulation, the trainer provides feedback focusing on behavioural aspects.

### 4) Identify the profile of negotiators

- The skills to lead a negotiation
- Be aware of the impact of cultural dimension: explicit and implicit communication styles, task orientation versus relationship
- Develop flexibility and assertiveness
- Use your personal negotiation power

*Exercise* : Behavioural pattern to discover negotiation profile. Diagnosis on assertiveness

### 5) Team negotiations

- Define goals and interests
- Understand the importance of perception in negotiation
- Define the roles
- Define the rules of negotiation
- Avoid common mistakes
- Elaborate the action plan

#### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

#### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

#### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

#### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

#### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@ORSYS.fr](mailto:psh-accueil@ORSYS.fr) to review your request and its feasibility.

- Establish the reporting

*Role-playing* : Participants will prepare and simulate a negotiation in an intercultural context. The trainer will provide debriefing focusing on behavioural and intercultural aspects.

#### 6) Assess the negotiations

- Indicia of successful negotiations

- Post-negotiation assessment

- Personal excellence progress

## DATES

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REMOTE CLASS

2024 : 04 Jul, 17 Oct