

SATVAM Consulting Private Limited

Program on Effective Negotiation Skills

To have a win-win situation, practice and learn to negotiate.

<u>Day & Date</u>	<u>Location</u>	<u>Venue</u>
Monday, October 8, 2018	Mumbai	VITS Hotel, Off. Andheri-Kurla Road, Kondivita Lane, Andheri (E) Mumbai - 400059 (Besides Trade Star Building)

(Program Time: 09.30 a.m. to 5.30 p.m. & Registration/breakfast: 9.00 to 9.30 am)

Benefits/ learning objectives:

Negotiation happens at every stage of life – be it personal or professional. In today's competitive world, negotiation skills are much more than “common sense”. Win-win negotiation is an approach in which the focus is on the merits of the issues identified by the participants in the negotiation and efforts are made to find a creative solution. Failure to negotiate in proper way may result in loss of clients, loss of business and revenue. This workshop is designed to understand need, process and stages in negotiation skills with understanding on one's own personality traits and achieve mutually acceptable outcome.

Contents:

- Introduction, need & meaning of negotiation
- Conceptual framework of process of negotiation
- Styles of negotiation
- Types of negotiation
- Negotiation stages
- Preparing for negotiations
- Creating trust & relationship building during negotiation
- Handling conflicts, difficult negotiations & barriers of negotiation
- Strategies, Tactics and Tips for good negotiation
- Moving from bargaining to Understanding / Agreement Process: Step-by-step
- Qualities of good negotiator
- Effective communication
- Achieving “win-win” solution
- Closing

Negotiation Skills Barriers :

- Absence of consultative, appreciation and appreciative culture, consensus evolving mechanisms within the organization.
- Conventional division of the organization on the basis of functions and consequent ‘Tunnel vision’ and ‘Silo thinking’;
- Remuneration linked to time and not results.
- Lack of sense of ownership.
- Absence of formal teams (task teams, self-managing teams, VE teams) to address issues of operation, improvement and growth.
- This program is aimed at helping the participants diagnose the problems and evolve a roadmap for improvement

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The program will cover theory and role plays/ activities

The above topics are in generic in nature and the contents needs to be customised based on level of participants. Also, the contents may be modified based on the information about the other party with whom the negotiations are to be carried out e.g. customers, suppliers, government agencies, trade unions etc. For more detailed contents, the program may be designed for 2 days as well.

Participation Level:

This workshop is designed for managers and officers at all levels dealing in negotiation process especially with external entities

Faculty:

Well experienced faculty will conduct this program.

Registration Fee:

Early Bird Discount: Rs. 3,900 plus GST per participant if the fees are paid on or before the early bird date.

Regular fees: Rs.4,900/- plus GST per participant which includes refreshments, buffet lunch & reference material.

The facility to pay fees after the program date may be provided on payment of additional convenience fees. For further details, please contact our office.

Overnight stay arrangement, if any, needs to be managed by participant.

Cheque/Demand draft should be drawn in favour of “SATVAM Consulting Private Limited” payable at **Mumbai**. Our Income Tax PAN is AAICS5300G & GST is 27AAICS5300G1ZJ.

The company reserves the right to alter the venue, cancel or postpone the program with the limited liability to refund the total fees.

Cancellation policy: Fee is non-refundable or non-adjustable in any manner. However, replacement of the participant is allowed in same batch.

Prior registration for the program is mandatory



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Nomination:

Please send nomination along with the cheque and name/contact numbers/ email ids of the participants at

SATVAM Consulting Private Limited – Corporate Training Section

61, Whispering Palms Shopping Centre, Near Oriental Bank of Commerce,
Lokhandwala Township, Akurli Road, Kandivali (East), Mumbai – 400101

Telephone nos.: 022 – 6698 1100 (6 Lines) / 9082039787 Fax: 022- 6698 1105

Email: seminar@satvam.com / seminar@satvamindia.com Website: www.satvam.com

The option to make payment through NEFT available, please contact us for bank details

In-house Training Program:

If you have more than 8 employees to whom this program is relevant, we will conduct customised training programme for your company's staff. Please contact us to work out further details – Email seminar@satvam.com / seminar@satvamindia.com or call 022-66981100 / 9082039787

Our forthcoming programs:

For complete training calendar & brochure, visit our website www.satvam.com or call on 022-6698 1100 / 9082039787 or drop an email at seminar@satvamindia.com or seminar@satvam.com

- **August 10, 2018** – Power of Positive Attitude.
- **November 16, 2018** – Contract Labour & Outsourcing

