



# Advanced Negotiation Training

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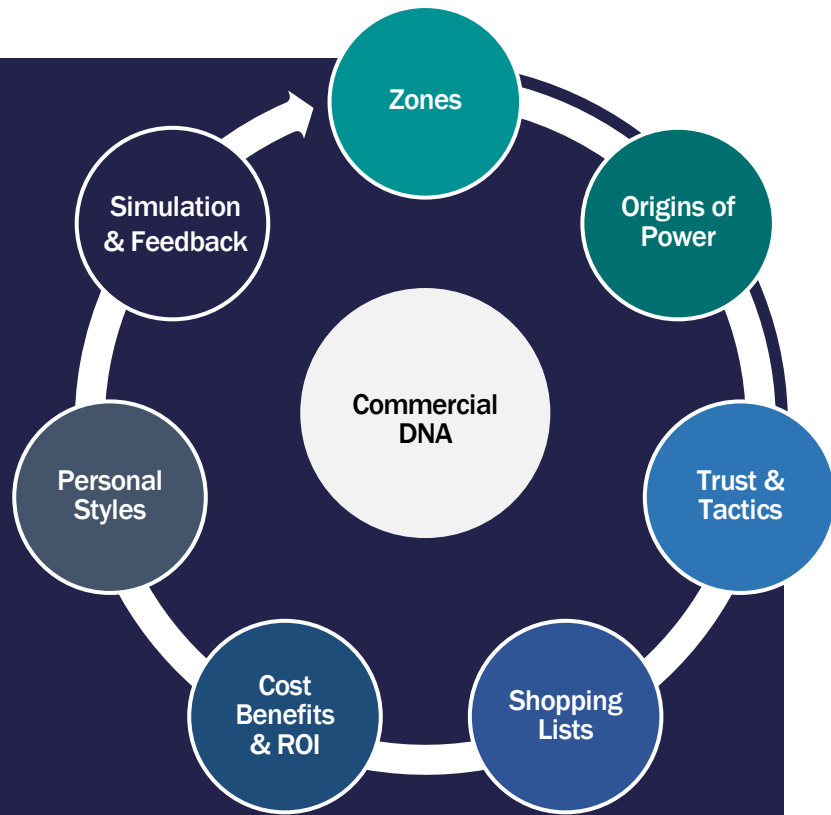


# Advanced Negotiation Training

Enter the fascinating world of negotiation. Our comprehensive training programme focuses on improving your negotiation skills, so you can achieve better outcomes for your business.

Advanced Negotiation Training is offered in an engaging onsite format, with the 2-day workshop split into seven separate sessions. The workshop is conducted at your site or at a venue to suit you, with materials, workbooks and tools provided.

Reach out to us by email at [info@ieretail.com](mailto:info@ieretail.com) for further information on pricing.



2-Day Onsite Training



Theory Workbook



Supporting Apps



Take-home Tools



Key Skills Feedback



Each session focuses on a specific aspect of negotiation. Read about each session below.

1

### Zones

- Create an overview of the context in which negotiations take place
- Understand the nature of zone relationships
- Label relationships and understand what characterises your relationship
- Develop an end state you wish to achieve
- Ensure planning extends beyond the negotiation horizon

2

### Origins of Power

- Understand the nature of power in relationships
- Identify your power base
- Determine how and when you will use your power in the negotiation context
- Label power base advantages and disadvantages

3

### Trust & Tactics

- Gain insight into the use and positioning of tactics in a negotiation
- Determine your preferred tactical styles
- Recognise tactics and how to nullify them
- Contrast the value of tactical plays in the context of short-term & long-term relationships
- Understand the power of language

4

### Shopping Lists

- Build a shopping list of requirements
- Consider and value your Aces
- Predetermine a method for using your Aces to gain in negotiation
- Create a list of potential Aces for future use and determine a plan to build these

5

### Cost Benefits & ROI

- Commercialise your shopping list of requirements
- Explore the levers in your own negotiation
- Investigate alternative measures and opportunities that may not have been utilised before
- Complete a B&LATNA (Best & Last Alternative to a Negotiated Agreement)

6

### Personal Styles

- Recognise your own style and its pros and cons in tough situations
- Discover the other party's style
- Plan to appropriately use this knowledge to your advantage in a negotiation

7

### Simulation & Feedback

- Live simulation including feedback on seven key negotiation dimensions (see overleaf for more detail)

## Day 2 Simulation & Feedback

Day 2 is a live simulation. See below for info on the logistics, critical negotiation skills and key dimensions.

How it works	
Set Up	1 x Delegate, 1 x Negotiator, and 1 x Observer. The simulation is video recorded for feedback purposes.
Delegate Numbers	Two options: 1) 8 Delegates with 2 Facilitators (includes 1 Observer) OR 2) 16 Delegates with 4 facilitators (includes 2 Observers).
Room Logistics	The venue set up is as per a standard office, but the delegate will be able to set up the room to simulate the situation as close as possible.
Simulated Session Structure	10 minutes orientation for the negotiator and observer. 30 minutes actual negotiation. 20 minutes for immediate feedback.
Feedback	Written feedback on seven key skills and dimensions provided as per below.

During your simulated negotiation, you will be assessed on seven key dimensions, in three critical negotiation skills areas:

### 1) Action Management

- **Initiative** – Initiating actions without being prodded.
- **Control** – Controlling events, dates and outcomes.
- **Decision Making** – Making decisions, even when all the information is not available.

### 2) Analytical Approach

- **Flexibility** – Achieving an outcome by pursuing alternative pathways.
- **Judgement** – Assessing the quality and impact of decisions.

### 3) Communication

- **Directing** – Setting and managing fluid agendas.
- **Reasoning** – Influencing and persuading others.

Each Dimension is scored, with evidence provided, and delivered as feedback to each delegate. Scoring is completed on the following scale:

- ☐ 1 = **Undeveloped:**  
This skill needs significant development.
- ☐ 2 = **Developing:**  
This skill needs planned development to become a strength.
- ☐ 3<sup>m</sup> = **Strength with message:**  
The skill is well developed, with small suggestions for it to become a strength.
- ☐ 3 = **Strength:**  
The skill is a strength, based on our globally assessed norm.
- ☐ 4 = **Significant strength:**  
The skill is stronger than in 80% of global participants assessed by ieRetail.