



## **UNIX Trainers & Consultants**

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## **Enhancement of Negotiation Skills and Contract Management in the Public Sector**

### **Course Overview:**

This recently updated, comprehensive course will enhance delegates' ability to negotiate effectively - a critical competency for internal and external business negotiations. It will equip them with a detailed understanding of the negotiation process and an appreciation of the elements of planning a strategy to achieve workable solutions and success. It covers the key stages of negotiation, considers how disputes arise, and provides delegates with the skills to follow a structured process to achieve results. The delegates will be introduced to different negotiation styles, and tactics and at the same time learn how to recognize and counter them effectively

### **Course Objectives:**

At the end of this course, the participants will be able to:

- Demonstrate their understanding of the significance of planning and objective setting
- Understand how to use interpersonal skills effectively during a negotiation
- Describe how to achieve 'win-win' outcomes within the bargaining process
- Identify the causes of disagreements & disputes and prevent escalation
- Describe the use of strategies to resolve the causes of disputes

### **Course Coverage:**

#### **Topic 1: Finding a Collaborative Position When Aiming for Agreement:**

- The basis of a negotiated settlement
- Disputes and the Need for resolution
- The place of negotiation in the contractual resolution process
- Distributive and integrative approach to negotiations
- Emotion, understanding and perceptions
- Ethics and the Impact on the negotiation process

#### **Topic 2: Strategic Approaches to Negotiating Required Outcomes:**

- Preparation and goal setting to maintain focus

- The key stages in planning a negotiation
- Information needs and sources of negotiation power
- Taking positions during the negotiation process
- Drafting your proposal which will open the discussion
- The discussion and importance of timing when closing deals

### **Topic 3: Negotiation Relationships and Team Dynamics:**

- Non-verbal communication and the interpretation of body language
- Communication skill models used in negotiation
- Proposals, influence and persuasion
- Establishing commitment
- Building the negotiating team
- Managing multi-party negotiations

### **Topic 4: The Impact of Culture on the Negotiation Process:**

- Interests, positions and escalation
- Why are international negotiations different?
- The influence of culture on negotiation
- Stakeholder power behind the interests in negotiation
- Ploys and tactics and how to respond effectively
- Negotiation best practice

### **Topic 5: Resolving Differences and Difficult Situations:**

- The negotiator as a mediator in the process
- Handling difficult negotiators
- Negotiation case study
- Team allocation and simulation exercise
- The Do's and Don'ts of Negotiating
- Improving what we do - action planning

### **Targeted Participants:**

- Personnel from a wide range of 'results-based' business disciplines
- Company representatives who are engaged in national and international negotiations
- Departmental heads with the responsibility to drive change through collaboration
- Those who have a current or planned negotiation with internal as well as external "suppliers or customers"
- Delegates with experience in negotiating but want to improve their results