

# The Soft Skills in Hard Negotiations

## “Communicating/negotiating/managing in a global environment”

### Objectives

This module is part of the EIPM Certifying Courses Level 2

- Gain awareness of your negotiation style, your strengths, your reference frame and areas of improvements
- Recognize and learn to manage the intercultural component in negotiations
- Clear understanding of the communication process (verbal/nonverbal)
- Improve self management through better self awareness
- Optimise preparation for the negotiation (psychological, technical, etc.)
- Define a personalized “action plan” to optimize my success as purchaser in the international environment “What will I do differently tomorrow?”

Following this module, participants shall be able to:

- Recognize their personal strengths and areas of development
- Better impact in negotiations through optimised soft skills
- Understand and manage the intercultural factors

### Target group

- Key Commodity Managers, International sourcing officers, Senior Buyers, Sourcing Quality Assurance Engineers.

### Pre-requisite

- Negotiation experience at an international level and good level of English

### Duration and location

- 3 days on the Archamps Campus (France).

## Methods and tools

- Highly interactive environment
- Balance of theory and practical exercises
- Intercultural model to assess one's tendencies and ability to adjust
- DISC®(personality indicator)
- Group analysis of case studies
- Simulations and role plays
- Process and planning tool (Checkerboard model) for strategy & negotiation preparation

## Content

| PHASE        | CONTENT   |
|--------------|---|
| <b>DAY 1</b> | <ul style="list-style-type: none"><li>• Identification of your challenges negotiating internationally</li><li>• Prepare your own case</li><li>• DISC® Behavioural Analysis: Identifying your personal communication profile</li><li>• Analysis of your style, the resulting benefits and drawbacks, how to adjust</li><li>• Communicating/negotiating across styles</li></ul>   |
| <b>DAY 2</b> | <ul style="list-style-type: none"><li>• Learn several key theories of cross cultural difference</li><li>• Practice by applying these theories to different instances of business communication and negotiations</li><li>• Targeting cultural tendencies: a "roadmap" for negotiating in country X</li><li>• Review key negotiation phases</li><li>• Role play each phase with intensive individual feedback</li></ul>   |
| <b>DAY 3</b> | <ul style="list-style-type: none"><li>• Role plays each phase with intensive individual feedback</li><li>• Defining a negotiation strategy: Order of presentation of clauses</li><li>• Making and answering objections</li><li>• Solutions to deadlock</li><li>• Learning how to best close the deal</li><li>• Sharing of best practices</li><li>• What are the take-away's? Establishing a personalized "action plan" for optimising</li><li>• soft skills in negotiation in the intercultural environment</li></ul> |