

COMMUNICATION FUNDAMENTALS FOR NEGOTIATION

From 15 January to 4 February 2021

1. Aim of the course

By the end of this course, participants will be able to master how they communicate when negotiating.

Learning goals:

- Define negotiation objectives, including different options.
- Develop negotiation scenarios.
- Built alternative solutions (BATNA) to avoid deadlock situations.
- Organise their negotiation plan, considering their company constraints, the supplier's expectations and the market situation.
- Deliver the highest results possible, while maintaining long term relationships with suppliers.

Target group:

Buyers at any level who wish to learn how to use cost breakdown and the TCO decision-making tool to better negotiate price reductions with suppliers.

2. Course Structure

The **COMMUNICATION FUNDAMENTALS FOR NEGOTIATION** course contains **1 Chapter including 5 e-modules** (amongst which 2 are optional), **other material** (readings, videos...) and **1 Virtual Class**.

The specific e-modules must be completed before attending the related Virtual Class.

Please, see the programme below:

Chapters	e-modules		Virtual Classes	
	Number	Names	Dates	Duration
Debriefing on the communication fundamentals for negotiation	5	<ul style="list-style-type: none">• Introducing body language• Deciphering body language• Identify 3 basic types of arguments Optional: <ul style="list-style-type: none">• What's a cultural trait?• Introduction to Emotional Intelligence	25 Jan 2021	75 min.