



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This practical, accredited, short programme is Unit Standard aligned and aimed at business managers and junior managers who require negotiation skills for improved workplace relationships and team results.

The programme is highly interactive with a strong emphasis on the importance of negotiation skills, interpersonal skills and techniques for effective negotiation and identifying own individual negotiation styles.

It covers negotiation strategies, core skills and the negotiation process, the steps in the negotiation process, adapting negotiation to different situations and responding appropriately to secure win-win results.

Target Audience

This short programme is aimed primarily at managers of small businesses and junior managers in larger organisations who are in situations that require negotiation abilities.

It is suitable for team leaders, supervisors, first line managers and section heads.

Entry Requirements

- Competence in Communication at NQF Level 3.
- Competence in Mathematical Literacy at NQF Level 3

Additional Requirements

- You will need access to appropriate workplace activities.
- Access to a PC, software and the internet.

Management & Leadership

Negotiation Skills

SERVICES SETA Statement of Results

US ID:	13948
NQF Level:	4
Credits:	5

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive, facilitated training, group discussions and practical exercises to embed skills.

You will need to:

- Attend all scheduled sessions.
- Demonstrate theoretical and practical understanding of course content.
- Complete and present practical assignments.
- Participate in group activities and discussions.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results, Negotiate an Agreement or Deal in an Authentic Work Situation, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the short programme, you will be able to:

- Understand your own negotiation style.
- Understand the foundation skills of negotiation.
- Explain the need for negotiation skills in business.
- Explain the steps in the negotiation process.
- Apply the steps in the negotiation process to an authentic situation.
- Use different interpersonal skills for improved negotiation.
- Explain strategies that could be used in negotiation.
- Understand individual and team negotiation.
- Develop your own action plan to achieve win-win negotiation results.





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Course Content

US: Negotiate an Agreement or Deal in an Authentic Work Situation

Accreditation Body: SERVICES SETA

| SAQA ID: 13948 | Learning Programme ID: NA
| NQF Level: 4 | Credits : 5

Module 1: Core Skills and the Negotiation Process

- Understand own current negotiation style
- Work with the negotiation process
- Foundation negotiation skills

Module 2: The Interpersonal Skills for Negotiation

- Question and listen – pick up on information and act accordingly
- Use silence as a powerful negotiation tool
- Be aware of own and others' body language

Module 3: The Essential Steps of the Negotiation Process

- Plan and prepare – choosing the best alternatives to succeed
- Open, propose and negotiate for a win-win result
- Reach agreement and review

Module 4: Negotiation for Different Situations

- Clarify the real problem and manage the issues
- Individual versus team negotiation and multi-part negotiations
- Secure win-win results

Module 5: Personal Action Plans

- Draw up a person checklist with actions - develop successful negotiation skills to achieve win-win results

Our Accredited Organisations



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