



# the Management Development Institute

*business and management education since 1981*

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## Negotiating

**Code:** CT91-900

**Duration:** 1 day

**Series:** Business Management

**Price** \$290 plus GST

### Establishing your terms of agreement

Understanding negotiation objectives  
Understanding and establishing your requirements

### Researching the other party

Information gathering  
Estimation of the other party's requirements

### Preparing for an agreement

Planning for an agreement  
The negotiation environment

### Conducting a negotiation

Understanding the negotiation process  
Communicating during a negotiation  
Challenging negotiation situations

### Advanced negotiating tactics

Control in negotiations  
Negotiation tactics  
Negotiation ethics

### By completing this course, participants will learn how to:

- ✚ Identify the objectives and variables that influence a negotiation and establish requirements for a negotiation.
- ✚ Gather information about the other party and estimate the other party's requirements based on the information.
- ✚ Formulate a plan for agreement and determine the logistics of where, when, who, and what.
- ✚ Use a process to conduct a successful negotiation, use effective communication and questioning during a negotiation, and handle the different types of negotiation styles and situations.
- ✚ Gain control in a negotiation, recognise negotiation tactics used to gain an advantage over the other party, and respond appropriately to the use of unethical tactics.

**Prerequisites: None**