

Hands-on course , 2
day(s)
Ref : AEP

Participants

Purchasing managers,
purchasing team members

Pre-requisites

At least one year's experience
in purchasing negotiation

Next sessions

Manage and win tough purchasing negotiations

OBJECTIVES

With this training course, you will consolidate your purchasing negotiation skills, enhance negotiation results by concentrating on behavioural skills during the negotiation process, reduce the level of stress induced by speaking English, identify and exchange on best practices.

1) The key stages of purchasing negotiations

2) Techniques for managing tough negotiations

3) Managing conflict situations

4) Identify the profile of negotiators

5) Team negotiations

6) Assess the negotiations

1) The key stages of purchasing negotiations

- Organising the negotiation process: the 4 C principles
- Stakes and targets
- Sources of power in negotiation
- Key success factors in negotiation: preparation, analysis, behaviour
- Negotiation matrix

Exercise

Different negotiation scenarios are prepared and simulated. After the simulation, the trainer provides feedback both on strategy and behavioural aspects.

2) Techniques for managing tough negotiations

- Select the appropriate strategy
- Concentrate on interests rather than positions
- Tools to unlock a difficult negotiation
- Focus your arguments with "ACES"
- Cross the "CREEK"
- Work on mental preparation

Exercise

Different negotiation scenarios are prepared and simulated. After the simulation, the trainer provides feedback both on strategy and behavioural aspects.

3) Managing conflict situations

- Understand the causes of conflict
- Adapt your negotiation style to the counterpart
- Manage emotions and stress
- Techniques for reducing tension and promoting agreement

Jeu de rôle

A conflict negotiation scenario is prepared and simulated. After the simulation, the trainer provides feedback focusing on behavioural aspects.

4) Identify the profile of negotiators

- The skills to lead a negotiation
- Be aware of the impact of cultural dimension: explicit and implicit communication styles, task orientation versus relationship orientation...
- Develop flexibility and assertiveness
- Use your personal negotiation power

Exercise

Behavioural pattern to discover negotiation profile. Diagnosis on assertiveness

5) Team negotiations

- Define goals and interests
- Understand the importance of perception in negotiation
- Define the roles
- Define the rules of negotiation
- Avoid common mistakes
- Elaborate the action plan
- Establish the reporting

Jeu de rôle

Participants will prepare and simulate a negotiation in an intercultural context. The trainer will provide debriefing focusing on behavioural and intercultural aspects.

6) Assess the negotiations

- Indicia of successful negotiations

- Post-negotiation assessment
- Personal excellence progress