



## In Practice

British Council engaged the CEFE consultants for delivering this training for its project, located in Montenegro. The training supports the administrative staff of their stakeholders, including high schools' directors and SMEs.



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# Effective Negotiation



## In Brief

Effective Negotiation is a training designed for strengthening individual negotiations skills. Any participant can effectively use valuable knowledge acquired during the training, in both personal and business life. This means to know how and to be better in creating win-win situations in everyday life.

The training is set for different kind of target groups. It was developed for example for sales department employees of medium and large size companies, personal development for managers, SMEs owners or trade unions.

## Deliverables

Following main topics are included in the program "Effective Negotiation":

- Communication skills as introduction and basic for negotiation skills
- Negotiation styles
- Negotiation strategies – win-lose and win- win
- Negotiation principles including how to define BATNA
- Phases of negotiation process
- Negotiation tactics with valuable advices for effective negotiation
- Emotions in negotiation, positive and negative effects and how to deal with them

## Instruments

For delivering the training our trainers use CEFE methodology which includes role plays, case studies, presentations and active participation of participants. At the end of the training participants will receive a set of hand-outs, covering the lesson learnt of the workshop.

### Duration of Service

Average training duration 3 training days