

# WE ALL NEGOTIATE

## What to Expect

- Understanding of different types of negotiation
- Skills required for successful negotiation
- Understand the importance interests in preparation
- Understand the impact of individual styles-customer negotiating styles
- Additional skills to prepare - the negotiation checklist
- Learn to identify and work with areas of mutual gain
- Improve outcomes in difficult situations
- Identify your areas of value as key variables
- Closing the negotiation-different outcomes

## Program

- Designed around your specific needs-outcomes
- Delivered in your location
- Program follow up-online (face-to-face option)
- Merchants online program-improve skills

Program	Program Outline
We all negotiate	<ul style="list-style-type: none"> <li>• Negotiating in todays environment</li> <li>• Understanding negotiation</li> <li>• Preparation</li> <li>• Impact of individual styles</li> <li>• Identify WATNA/BATNA/ZOPA**</li> <li>• Create a negotiation framework</li> <li>• Phases of negotiation</li> <li>• Completing-closing the negotiation</li> <li>• Dealing with difficult issues</li> <li>• Evaluatinf outcomes</li> <li>• Participant action plan</li> </ul>
Program follow up	<ul style="list-style-type: none"> <li>• Online material</li> <li>• 4 hour improvement session (optional)</li> </ul>

\*\* Worst alternative to negotiation agreement. Best alternative to negotiation agreement, zone of possible agreement.

**NEGOTIATION:** Back and forth communication to reach agreement, when some interests are shared and some are opposed.

## About Us...

AgExcellence is a training and development consultancy committed to building workforce capability through the delivery of customised solutions based training and development. AgExcellence specialises in sales, business, communication, management and leadership programs designed specifically for the agribusiness sector.

### Why choose AgExcellence?

We don't just deliver training. Our focus is on integrating solutions to empower your personnel and arm them with the skills they need to improve their productivity and increase profitability. We take a holistic approach to achieving the goals set for your business by implementing a structured, sustainable and measurable process. We bring over 35 years of front-line and senior management experience in the agricultural industry combined with outstanding facilitation, friendly, responsive and personalised service.

