



# AcademyGlobal Negotiation Course Guide

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# AcademyGlobal

We build capability by designing and delivering engaging and rewarding learning experiences that build confidence, expertise and knowledge.

Founded in 2004, AcademyGlobal (AG) has conducted training in over 20 countries across 5 continents. Our faculty have held senior management roles in corporate and government organisations, with deep expertise in strategy, leadership, management, negotiation, finance, procurement, contract management, project management and risk management.

Through our alliances with professional bodies, universities and management associations, we combine academic rigour with intensive workshop facilitation and engaging online learning.

We serve a wide range of clients across commercial, government and not for profit sectors. Our industry segments include banking and financial services, infrastructure, agriculture, telecommunications, consumer electronics, logistics, property, manufacturing, pharmaceutical and health.

We are passionate about helping our clients develop the knowledge and skill to more confidently achieve their goals.

## Negotiation Workshops

Whether it is resolving disputes, allocating resources for a project, funding a new initiative, or establishing a supply chain for a new product or service, negotiation is inevitably at the heart of the process. The ability to effectively negotiate has become a key capability required by any managers and executives seeking to have an effective impact on the organisation's strategy.

We offer the following Negotiation workshops:

- Negotiation Essentials
- Effective Conflict and Communication Skills
- Contract Negotiation Skills
- Negotiation Masterclass

Please read on for more detailed information on each workshop.

Please contact us on 1300 950 251 for further information and booking enquiries.



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# Negotiation Essentials

Overview	Through a series of case studies, role-plays and self-reflection, this workshop will provide you with the confidence to apply a universal framework of negotiation. Participants will gain a greater understanding of negotiation styles, the importance of planning and preparation, the power of benchmarks, the use of tactics and locking in an agreement.
Who is it for?	Individuals seeking to improve their personal negotiation competency and raise their confidence in dealing with a range of workplace negotiation situations
Duration	1 day
Delivery	Face-to-face training workshop Work-based activities, including presentations, group work and case studies
Learning Outcomes	<ul style="list-style-type: none"><li>• Recognise and define a negotiation</li><li>• Understand the role of the negotiator</li><li>• Learn the skills of effective negotiation</li><li>• Recognise what makes a good agreement for you, your organisation and the other party</li><li>• Understand how to apply power and leverage</li><li>• Apply a negotiation framework</li><li>• Close the negotiation</li></ul>



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# Effective Conflict & Communication Skills

<b>Overview</b>	In this workshop, participants will discover the underlying causes of conflict and the role of communication in resolving these. By recognising their own conflict handling styles and contrasting these with others, participants will learn practical skills which they can apply in a strategic and timely manner to their work and personal lives.
<b>Who is it for?</b>	Individuals seeking to improve their conflict resolution skills and communication skills when dealing with internal as well as external stakeholders
<b>Duration</b>	1 day
<b>Delivery</b>	Face-to-face training workshop Work-based activities, including presentations, group work and case studies
<b>Learning Outcomes</b>	<ul style="list-style-type: none"><li>• Identify the benefits of constructive conflict and misconceptions on conflict</li><li>• Understand the conflict cycle: causes and warning signals</li><li>• Recognise communication barriers and understand the communication process</li><li>• Identify personal communication and conflict handling styles</li><li>• Apply active listening and effective questioning skills</li><li>• Understand the role of mediation and confidentiality</li><li>• Adopt a mediation or facilitation role with ease</li><li>• Apply techniques to effectively manage different emotions</li><li>• Understand the concept of emotional intelligence and its use in effective conflict resolution</li><li>• Deliver feedback more effectively</li></ul>



# Contract Negotiation Skills

Overview	Effective contract negotiation best ensures that value for money is achieved from commercial agreements. This workshop navigates the balance between legal enforcement of contractual rights and managing relationships with the other party. Following a brief review of commercial terms and conditions, participants apply a framework for resolving contractual performance issues and disputes.
Who is it for?	Individuals who deal with suppliers, contractors and vendors including procurement and contract management staff
Duration	1 day
Delivery	Face-to-face training workshop Work-based activities, including presentations, group work and case studies
Learning Outcomes	<ul style="list-style-type: none"><li>• Identify different negotiation approaches and apply the appropriate tactic to individual circumstance and context</li><li>• Recognise the importance of legal rights and obligations in contracts</li><li>• Understand the importance of personal relationships and the limitations of relying solely on contracts to deliver value for money</li><li>• Learn and apply major skills required to be effective in a negotiation</li><li>• Identify and implement behaviours and thinking to be successful in a negotiation</li><li>• Understand what makes a good agreement for the participant, their organisation and the other party</li><li>• Increase confidence and develop an extensive negotiation plan to more effectively direct negotiations and conflict resolution</li><li>• Understand the alternative dispute resolution (ADR) options and how each can be effectively applied</li></ul>



# Negotiation Masterclass

<b>Overview</b>	This comprehensive and highly practical workshop will provide participants with multiple opportunities to test their negotiation skills and build upon these in a structured sequence of learning and application. The key ingredients to successful negotiation are described and a robust yet flexible negotiation framework applied to a variety of different negotiation contexts.
<b>Who is it for?</b>	Individuals seeking to build on their existing negotiation skills and learn new techniques to negotiate successful outcomes in a variety of contexts
<b>Duration</b>	3 days
<b>Delivery</b>	Face-to-face training workshop Work-based activities, including presentations, group work and case studies
<b>Learning Outcomes</b>	<ul style="list-style-type: none"><li>• Learn to negotiate more effectively during conflict</li><li>• Recognise and understand negotiation styles</li><li>• Apply a repeatable negotiation process</li><li>• Assess concessions and identify priorities</li><li>• Employ effective trading and bargaining techniques</li><li>• Apply improved skills to team negotiation activities</li><li>• Improve time efficiency and effectiveness in negotiations</li><li>• Identify tactics and develop strategies to deal with unethical conduct</li><li>• Improve recognition and use of closing opportunities</li></ul>



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