

Course 2. Negotiation Skills – driving the best deal

Summary

We explore each of the key stages, with the tools and techniques used at each stage. Through a process based on facts, we remove emotion from the negotiating table and provide a structured approach. We cover all negotiating levers, including, your ideal, realistic and fallback positions. The course culminates in a customer/supplier practice negotiation, run in a safe environment (without video) where delegates can try out the new techniques and receive feedback from our procurement experts.

Key Benefits

1. *Cost Saving* - avoid making costly mistakes when negotiating IT contracts
2. *Negotiation Success* - understand how to achieve that elusive win-win contract
3. *Ensure ongoing vendor performance* - include risk mitigation, service improvement and price reduction in your negotiations

Ideal for

- IT managers involved in managing suppliers
- Sourcing Specialists and Commercial Managers
- Project Managers

Syllabus

- What is negotiation?
- The aims and objectives of an IT Procurement negotiation
- The stages of negotiation
 - When does a negotiation start?
 - Preparation, preparation, preparation
- Negotiation techniques
- Style and Body Language
- Offers and concessions
- Selling & Buying IT: tricks of the trade, including pricing, and some countermeasures
- Putting it into practice: a real-life example
- The Long Run: what happens after the contract is signed?