
COURSE DESCRIPTION

CHV240 – Negotiation Skills for Project Managers

Course goal

Negotiation is an invaluable skill for any project manager. Not only do you negotiate agreements with vendors and contractors, but you must effectively negotiate with stakeholders, customers and team members throughout the life time of a project. The training covers the dynamics, processes and techniques of internal and external negotiation situations.

Main learning objectives

- Use competitive and collaborative negotiation strategies with success
- Recover a stalled negotiation using breakthrough techniques
- Adjust your negotiating style to match the preference of the other party
- Deactivate the impact of emotions and focus on finding agreements
- Apply negotiation skills for efficient cost and schedule performance
- Plan strategies to effectively develop and manage collaborative relationship critical to your project

Participant profile

Experienced Project Managers, Senior Project Managers, Line Managers and other people involved in managing projects or project organizations. Participants have to have already practical project management experience and an understanding of project management tools and techniques. At least four years or more of project management experience are recommended.

Prerequisites

Function according to "Participants profile" and the enthusiasm to participate actively throughout the whole course.

Topics

- Negotiation in the Project Environment
- Natural tendencies in negotiation
- Developing the best alternative to negotiated agreements (BATNA)
- The two major schools of negotiation: Competitive and Collaborative
- Competitive negotiation
- Understanding and developing your negotiation style
- Collaborative negotiation: Creating win-win by exploring differences
- Negotiating within the team
- Negotiating between teams
- Preparing to negotiate your project
- Dealing with conflict in negotiations
- Breakthrough strategies to get past "No"
- Maintaining and building your new skills

Course type

This is a face-to-face class room training with min. 7 and max. 16 participants.

Learning methods and tools

Through a dynamic combination of informative instructions, revealing case studies, lively discussions and practical exercises, students learn how to negotiate. This highly interactive experience covers the dynamics, processes and techniques of internal and external negotiation situations.

Laptop or tablet is required to have access to the e-documentation. Please bring your own device.

Duration

3 days