



**SIRIM
STS**

Standards+Training+Consultancy

METHODOLOGY:
LECTURE, INDIVIDUAL & GROUP
ACTIVITY, FEEDBACK SESSIONS,
DISCUSSIONS, DEMONSTRATION,
BUSINESS GAMES, ROLE PLAYS

NEGOTIATING FOR WIN-WIN RESULTS

OBJECTIVE

We all at some point have discussed with a few friends where to eat or drink, or something as simple as who is going to take the rubbish out. Not all our negotiations are trivial however, such as discussions with your manager regarding salary or the price you pay for a new home or car.

These are all situations that involve negotiations! During this workshop, participants will get an understanding of the phases of negotiation, tools to use during a negotiation and ways to build win-win solutions.

Participants will leave the training equipped with knowledge and skills of a successful negotiator.

Who Should Attend This Training?

- Senior Managers
- Managers
- Assistant Managers
- Administrative Staff
- Secretaries
- Human Resources Personnel
- Executives
- Engineers
- Supervisors
- Technicians

What You Will Learn?

- Understand the basic types of negotiations and the phases required for success
- Understand the concepts: WATNA, BATNA, WAP and ZOPA
- Complete the groundwork for negotiation
- Identify what information to share and what to keep to yourself
- Basic bargaining techniques
- Identify mutual gain strategies
- Reach consensus and set the terms of agreement
- Deal with personal attacks and other difficult issues
- How to use negotiating processes in our everyday life
- How to negotiate on behalf of someone else

This training uses 20/80 approach; 20% lecture, 80% practical accompanied by a training manual individually customised. All sessions contain specific example that show exactly how recommended guidelines can be implemented in practice.

**SHAH ALAM
SELANGOR**

DAY 1

Module One: Getting Started

- Training Objectives
- Action Plans and Evaluations

Module Two: What is Negotiation?

- Distributive or Integrative Negotiations + *Exercise*
- Phases of Negotiation + *Exercise*
- Skills of the Effective Negotiator + *Exercise*

Module Three: It's All in the Preparation

- Understanding Your WATNA and BATNA + *Exercise*
- Walk Away Price or WAP + *Exercise*
- Identifying Your ZOPA + *Exercise*

Module Four: Creating a Communicative Atmosphere

- Choosing the Time and Place + *Exercise*
- Identify Common Ground + *Exercise*

Module Five: Phase One - Exchanging Information

- Setting the Right Tone + *Exercise*
- What to Share + *Exercise*
- Practice Your Poker Face + *Exercise*

Module Six: Phase Two - Bargaining

- What to Expect + *Exercise*
- Techniques to Try
- Tactics for Negotiation + *Exercise*
- How to Break Through a Roadblock + *Exercise*

DAY 2

Module Seven: Mutual Understanding

- Three Ways to See Your Options + *Exercise*
- What Do I Want? + *Exercise*
- What Do They Want? + *Exercise*
- What Do We Want? + *Exercise*

Module Eight: Phase Three - Closing

- Reaching Consensus + *Exercise*
- Building the Agreement + *Exercise*
- Some Key Questions + *Exercise*

Module Nine: Dirty Tricks

- Environmental Tactics + *Exercise*
- Personal Attacks + *Exercise*
- Control Your Emotions + *Exercise*
- De-escalate the Situation + *Exercise*
- Time to Walk Away + *Exercise*

Module Ten: Everyday Negotiation

- How to Deal with Smaller Negotiations + *Exercise*
- Negotiating via Telephone + *Exercise*

Module Eleven: Negotiating on Behalf of a Third Party

- Team Information + *Exercise*
- Covering All the Bases + *Exercise*
- Tough Questions + *Exercise*

Module Twelve:

- Wrap Up

REGISTRATION

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MANAGEMENT AND SOFT SKILLS TRAINING NEGOTIATING FOR WIN-WIN RESULTS

9-10 March 2020 15-16 June 2020 19-20 October 2020

Shah Alam, Selangor

REGISTRATION FORM

Contact Person			
Company Name			
Company Registration No.			
Address			
E-mail			
Contact No.	HP:	Office:	Fax:

Please tick for organisation type:

Local company	Individual	SME	MNC
Organisation/ Association	Company registered under state regency	Government	Others (organisation / societies / international)
GLC	Foreign company	Koperasi	Professional & technical services

Please tick to indicate the nature of your business :

Aerospace	Agricultural	Automotive	Building/Construction	Chemical	Communication
Defence	Distribution	Education and Industrial Training Services	Electrical and Electronics	Environment	Financial/Banking
Food and Beverages	Green Technology	Health Related & Social Services	Tourism & Related Travel	Information Technology	Machinery and Equipment
Medical Devices	Nuclear Fuel Industry	Oil and Gas	Plastics and Rubber Products	Pharmaceuticals	Power Plant Industry
Publishing/Broadcast	Research and Development	Shipbuilding	Textile/Clothing	Timber And Wood	Transport
Water Supply Industry	Others (Please specify):				

PARTICIPANT

No.	Name	Position	Email	Mobile No.
1.				
2.				
3.				
4.				
5.				

Signature :

Date :

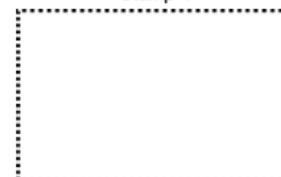
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