

Negotiate for Success Part 1: Strategic Negotiation Skills*

Objective : Nobody denies that negotiation skill is a major part of project stakeholder handling skills. Based on the principle of “Customer is always Correct”, it is also assumed that: a) project team is always at an inferior position in negotiation; b) a good listener may not win, and c) silence would imply losing position. It is very challenging to maintain stakeholder satisfaction before aligning interests of both sides.

With decades of project stakeholder management experience, the instructor is proud to share his experience about teaming with customers / stakeholders and achieve a satisfactory end result.

Negotiation should be viewed as looking at a conflict situation from different angles. This mindset can help us define a realistic target and carry out conversation professionally with project stakeholders.

The benefits of attending this workshop include the following:

- Increases competitiveness of your organization by maintaining high customer satisfaction
- Lowers the tension during negotiation with key stakeholders
- Positive negotiation results ensure profits in your organization
- Negotiation progresses as planned

Format : 50% Lectures, 50% Role play, simulation and group discussion

Key : Preparation for Negotiation

Topics

- When there is “give and take” situation, negotiation is undergoing
- More than 80% situations, people go for win-win rather than win-lose
- Uncover needs over wants
- Applies information effectively to support yourselves
- Understands partner’s needs via questioning and listening skills
- Always have a plan in mind

Planning for Negotiation

- Know your objectives and your bottom lines
- Define strategy and room of negotiation
- Identify unique values that you can offer to avoid making unnecessary concession
- Problem focus vs. position focus

Negotiation Skills

- Common negotiation skills including questioning, uncovering and addressing needs
- How to diffuse tension with your opponent during negotiation?
- Maintaining relationship to attain win-win

Instructor : Alex Sin

Alex is an independent consultant, comes with more than 25 years of IT experience with expertise in Consulting, Project Management and Training.

Alex had been the Learning and Development Manager in previous 10 years at Hewlett-Packard HK SAR Limited, a certified instructor in a number of training including Negotiation, Consulting and Management Development. Alex is certified as ITIL/ITSM Manager. He is also a practitioner of PDI, MBTI and DISC well-known consulting tools. Since 2000, he has developed professionals in Greater China, and trained more than 10,000 students in the region.

Alex used to represent the company to negotiate complicated deal and settle major issues. His regional experience is an added value to a trainer's role.

He was Vice President of Membership and Recruitment at Project Management Institute Hong Kong Chapter during 2003-2008. Alex graduated from The University of Toronto with major in Computer Sciences and Mathematics.

Certified PMP can earn 8 PDU towards maintaining their PMP credentials.

Contact Amito Li (amito@knowledgecentury.com) for schedule and fee information.

* The instructor delivered the same negotiation course for PMI Hong Kong Chapter earlier this year under the title "Project Negotiation Skills".