



PERFORMANCE
AND DILIGENCE

Interest-Based Negotiation



Description

Interest-based negotiation is a method that does not aim to ensure that each party receives complete satisfaction of its claims, but rather that an agreement which all judge to be fair is adopted, without recourse to pressure tactics or special tricks, at the end of a hearing conducted with respect for those involved. It is therefore a way to look for a compromise equally removed from the expectations of each party, one that respects the basic needs of each and preserves their integrity. It is more a “no one loses” negotiation.

Target audience

Those responsible for or involved in purchasing, logistics or procurement services.

Course plan

Day 1

Foundation of negotiation

- Definition of negotiation;
- Evolution of negotiation;
- Challenges of negotiating with different personality types;
- Components of negotiation;
- A negotiation process.

Preparing a negotiation strategy

- The features of negotiation;
- Identify anchor points;
- Identify potential gaps;
- Strategy to reduce gaps;

- Establish factual arguments.

The initial meeting with the supplier

- Establish a professional relationship;
- Create a climate of trust;
- Expectations of negotiation;
- Strategic questioning to discover the supplier's objectives;
- Strategic questioning to itemize the supplier offer;
- Recognize verbal, non-verbal and paraverbal stratagems.

Day 2

Negotiating for a partnership

- Emphasizing common issues;
- Identifying the issues to be negotiated;
- Clarifying gaps;
- Do not increase the level of tension;
- Factual argument;
- Requesting a counter-offer;
- Negotiating a concession;
- Getting concessions;
- Making a concession.

Closing the negotiation

- Clarify the negotiated agreement;
- Tactics for closing a negotiation;
- How to say no;
- How to break a deadlock.

The buyer and the markets

- The problems of purchasing in a market economy;
- Purchasing and upstream purchasing marketing. Viewing purchase portfolios. Market research;
- Sourcing in an intercultural context;
- Analysis of the procurement situation;
- Risks involved in company projects;
- Basic short-term strategies to take company constraints into account;
- Old and current technology;
- E-procurement.

The buyer and people

- Negotiating purchases;
- Negotiation strategies (study of 7 methods);
- The intercultural dimension of negotiation;
- Online negotiation;
- Relationship boosters.

Objectives

- Develop client-supplier negotiating skills;
- Key concepts of client-supplier negotiation;
- How to prepare a negotiation strategy;
- How to conduct an initial meeting with a supplier;
- How to negotiate for a lasting partnership;
- How to properly conclude a negotiation.

Duration

2 days.