

**Duration:** 40 mins

**Course level:** Introductory

**Delivery method:** Online

## Introduction

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**Negotiation is the way we agree to obtain something from somebody, in exchange for something they want from us. The ability to negotiate successfully is an essential skill for many managers and sales people.**

**Introduction to Negotiation** offers a basic insight into the key elements of negotiation in the work place, and the advantages of reaching mutually satisfactory conclusions.

## Who is the course for?

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This course is most suitable for people who are likely to become first-time managers, or are already in post but have had little or no formal training and limited work experience. It is particularly appropriate for team leaders, owners of small businesses and sales professionals.

This course is appropriate to any business sector, there are no formal entry requirements and employees do not require any prior experience.

## What will you get from this course?

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When you have completed this course, you will be able to:

- explain what negotiation is
- describe briefly the three key elements of negotiation (skills, principles and behaviour)
- describe briefly the 'win-win' approach
- identify the key steps of the negotiation process.

## Course features

Introduction to Negotiation uses audio supported by on-screen text summaries. It includes simple interactive exercises which give you feedback to guide you through the basics of the subject.

At the end of the course, there is a multiple choice test to check your knowledge and understanding, but you can take this as many times as you want.

You can start this course straight away and use it at any time, as long as you have access to a computer with an internet connection. The course is available for six months from the date first accessed.

## Other courses you might be interested in

Leadership, Steps to Success –  
Professional Sales Skills  
The Apprentice – Negotiating to Win  
The Apprentice – Selling, Pitching  
and Presenting

Giving and Receiving Feedback  
Resolving Conflict  
Winning the Contract

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future.  
It's in  
our hands.**

