

 LG SETA CREATING A BETTER FUTURE	 
This programme is accredited with the LG SETA	LeMark Training & Development is an accredited provider of Education and Training with the Services SETA, ETQA. Provider Entity Number: (0149) Company Reg. No: 2010/002646/07 (was 2001/025985/23) ACCREDITATION STATUS: FULLY ACCREDITED

GET SOME \$\$\$ MONEY \$\$\$ BACK – FOR INVESTING IN YOUR STAFF - CLAIM YOUR LEVIES BACK We are fully SETA accredited and that means you can claim up to 50% of the Course fee back from your SETA, subject to your SETA Terms and Conditions. Contact us for a no-obligation Quotation for groups or In-house Training at: 012 654 4288 or info@lemark.co.za

2 Day Skills Programme on:

The Negotiation Skills

Negotiate an agreement or deal in an authentic work situation

(Negotiation, Bargaining and Haggling skills)

Aligned to Unit Standard: 13948, NQF level 4, 5 Credits

17-18 November 2025

Next Dates: TBA 2026

Venue: Centurion/ Pretoria

"Negotiation in the classic diplomatic sense assumes parties are more anxious to agree than to disagree"
Dean Acheson

Negotiation is a skill that we use almost every day. However, negotiation is also one of those skills that everyone learns on the job. From early age, kids learn how to negotiate with their parents over what they want and enhance this skill as they learn from their success. However, as we grow we seem to lose that skill and become less successful in getting exactly what we want.

Somehow our perspective changes and we develop bad habits. Unfortunately, most people are not trained systematically on negotiations even though this skill can be quite beneficial to them in both their personal and professional lives. This course covers a wide range of topics such as negotiation strategy, game theory, psychological tactics, human emotional states, bargaining and so on which prepares learners for a variety of situations that require negotiation.

Programme Outcomes: By the end of this programme, participants will be able to:

- Explaining the need for negotiation skills in business.
- Understand the **underlying principles of negotiation** and learn what you can do to get the best outcome;
- Explaining the steps in the negotiation process.
- Applying the steps in the negotiation process to an authentic situation.
- Explaining strategies that could be used in negotiation.
- Use a **negotiation strategy** that moves you closer to a **win/win outcome**
- Prepare for negotiation by following a **step-by-step approach** and set your **critical limits**;
- Use a set of **psychological tactics** to explore the other side's motives and learn how to **respond to tactics** used by them;
- **Derive specific values** based on your negotiation variables and use them to **bargain systematically** over your settlement range;
- **Finalise the outcome** of your negotiation to get exactly what you have asked for.

The Philosophy Behind Negotiation Skills Training Course

Negotiation is a practical skill and as a result the best way to learn it is by practicing it. This course was designed from the outset to support hands-on training of this vital skill to maximise knowledge transfer and increase the retention rate of learners so the skill is used correctly long after the course is delivered.

Programme Content:

Module 1 – The Need for Negotiation in Business

- Introduction to Negotiation
- Why do you need to negotiate?
- What types of negotiations exist?
- The need for negotiating skills amongst managers
- Levels of management
- What are the characteristics of a confident negotiator?
- How to handle conflicts in negotiations?
- What steps do you need to go through when negotiating?
- What is the difference between negotiation and persuasion?

Module 2 – Steps in Negotiations

- Negotiation Strategy
- Steps in Negotiations;
- Reasons for Negotiations failure;
- Abilities for skilled Negotiators;
- What outcome should you aim for?
- How to perform *Outcome Analysis*?
- What is the best negotiation strategy?
- Should you bargain over positions explicitly?
- What is *principled negotiation*?
- What strategies can you use to take the upper hand in negotiations?
- What can you do to move the negotiation forward when you think it is getting stuck?

Module 3 – Applying the Negotiation Steps To Work Situations

- Presenting a proposal for negotiation
- Questioning skills in negotiations
- Identifying shared interests, opportunities and common principles (common ground)
- Amendments and concession in negotiations
- Closing a negotiation

Module 4 – Strategies for Negotiation

- Tactics for delaying a negotiation
- Breaking a deadlock
- General negotiation strategies

Module 5: Stages of Negotiation

Stage 1: Preparation

How to Negotiate

- What is the *8-Step negotiation preparation* guide?
- How to discuss *negotiation variables*?
- How to break deadlocks?
- How to settle a negotiation to get what you asked for?
- How to close a negotiation?

Stage 2: Exploration**Emotions in Negotiations**

- How to handle negotiations emotionally?
- How to bargain effectively?
- How to take advantage of human emotional reaction and use that to your benefit?
- How to take advantage of body language?
- How to express your disagreement while maintaining the relationship?

Handling Psychological Tactics in Negotiations

- What are *psychological tactics* used in negotiations and how to respond to them? How to handle an angry negotiator? How to respond to shock tactics?
- How to big up your side of the negotiation and bring down theirs?
- How to handle their lack of authority to proceed?
- How to respond when you are given only one choice?
- How to handle a demanding negotiator?

Stage 3: Bargaining**• Reading others**

- o LAS and MSP
- o Managing Settlement Range

• Managing Concessions

- o Never Give a Concession Voluntarily. Trade it Reluctantly
 - Big Up Your Concession
 - Minimise Their Concessions

Stage 4: Settling

- Closing Guidelines
- How to Close

PROGRAMME ACCREDITATION: This programme is accredited with the Local Government SETA (LG Seta)

ALIGNED TO UNIT STANDARD ID: 13948. **Unit Standard Title:** Negotiate an agreement or deal in an authentic work situation. **This unit standard is an extract** of the following qualification: Further Education and Training Certificate: National Certificate: Local Economic Development. (Id: 36436) NQF Level 4.

ASSESSMENT: Learners will have to prove their competence in applying the knowledge, skills and behaviour learnt during class exercises and group work. Each learner must submit a portfolio of evidence (PoE) for each unit standard within a specific time frame.

RE-SUBMISSIONS:

When a learner is found Not Yet Competent, they will be given one chance to re-submit, they will have 7 days (weekends & holidays included) to complete their PoE/Assignment. Should they not meet this deadline or if they are found Not Competent for the second time they will have to book, pay and attend the programme/course at their own expense.

CERTIFICATION:

The attendance of the first day of class as well as a total minimum of 80% class attendance is compulsory in order to be eligible to hand in your Assignment. After the successful completion of this skills programme and the portfolio of evidence/assignment, learners will receive a **LG Seta certificate of competence**. Alternatively learners will receive a **LeMark letter of attendance**.

- o **RATE: 7 095.00 (incl. VAT)** Per Person (Lunch, Refreshments & Study Material).
- o **VENUE:** Centurion/Pretoria.
- o **REFERENCE NUMBER:** Please Use Your Invoice Number.
- o **CLOSING DATE FOR REGISTRATION:** Last Working Day before Programme Starts.
- o **CANCELLATION DATE:** 7 Working Days before Programme Starts.

INTELLECTUAL PROPERTY RIGHTS:

Definitions:

- **"Intellectual Property"** means intellectual capital embodied in any and all technical and commercial information, including, but not limited to chemical structures, biological or chemical information, manufacturing techniques and designs, specifications and formulae, know-how, data, systems and processes, production methods, methodologies, trade secrets, undisclosed inventions, financial and marketing information, as well as registered and unregistered intellectual property in the form of patents, trademarks, designs and plant breeders' rights (whether granted, registered or applied for, and copyright in any works including literary works or computer software programmes).
 - **The Service Provider** – means LeMark Training & Development Pty Ltd or LeMark.
 - **The Client** – means the person the quote/marketing outline is addressed to and the training/consultation will be done for.
- On acceptance of this quotation for services to be rendered as per marketing letter outline**, the Service Provider (LeMark Training & Development Pty Ltd) shall retain ownership in the copyright in its pre-existing intellectual property, in particular the copyright in the Training Manual/Modules, as well as its working papers and, for purposes of clarity, shall own its methodologies and intellectual property on its investigative techniques, evidence collection methods, skill, expertise etc.
- The Service Provider warrants that it is the developer of the Training Materials/Manual/Modules, that copyright vests therein, and that such copyright is owned by the Service Provider.
 - **The Client** acknowledges that copyright in the Training **Materials/Manual/Modules** vests in the Service Provider and that use of the Training Material is under license from the Service Provider, for purposes of the Project, and subject to the provisions contained in the Agreement.
 - The parties agree that no documentation between the parties constitute an assignment of the ownership of the copyright in the Training Manual/Materials/Modules.
 - **The Client** undertakes not to attack, or support an attack, on the ownership of the copyright in the Training Materials/Manual/Modules of the Service Provider and to promptly report any possible infringements thereof to the Service Provider.
 - **The Client** undertakes not to use, amend, modify or alter the Training Materials/Manual/Modules, without the express written permission of the Service Provider.

Terms, Conditions & Disclaimer:

- **Admission conditions and cancellation policy applies.** For full details contact LeMark Training & Development (Pty) Ltd (LeMark) or visit our web site: www.lemark.co.za. LeMark **reserves the right to postpone/reschedule or cancel SCHEDULED skills programmes or courses** should the number of bookings not justify the presentation of the event. **The liability** of LeMark in the event of a skills programme, seminar or course being cancelled will be limited to a refund of the event fees to the learner.
- **An official booking form confirmation (LeMark Complete Registration Form) must be received from the Client in order to reserve a place for all the LeMark Scheduled Training Programmes.**
- **Prior to the receipt, acceptance and acknowledgement by LeMark of your confirmation/ booking (registration form/s), you will not be deemed as booked. (Please refer to Booking Procedure and Confirmation Instructions).**
- **It is the responsibility of the Client to enquire should they not receive a confirmation from LeMark after they have submitted a registration form or payment for training.**
- **We reserve the right to change the venue and the order of the presentation** or if absolutely necessary to substitute a **facilitator or presenter.**
- LeMark is **ACCREDITED by the SERVICES SETA** as an institution delivering quality education and training. Entity Number: (0149)2010/002646/02 (was 2001/025985/23).
- **Price and availability** subject to change without notice. Although we try to ensure accuracy, LeMark cannot be responsible for typographical or photo error on our web site, electronic and printed material.
-

The LeMark Customer Service Charter: *The first principle toward which LeMark strives is total client satisfaction. Our full promise to you is listed on our website www.lemark.co.za. We would love to hear from you, our valued client, if you feel we are not fulfilling our promise to you!*

Please note: the LeMark Course Rate includes: The Delivery of Training, plus Assessment, Moderation & Certification Costs!