

# Negotiating for Shop Stewards

## Aim

This workshop is designed to assist the learners with the approach and skills necessary to enter a collective bargaining negotiation. It gives the learner a structured approach to the theory of negotiation easily enabling them to recognise tactics used against them and assisting them in gaining clarity on their own goals, thereby enabling better outcomes.

A comprehensive approach to negotiation, this workshop is best presented over two days training, with both company and union representatives in the room. The workshop takes a well-balanced view of organised labour vs capitalism and assists with trust building allowing for better negotiations.

## About this Course...



*To assist with the conducting of negotiations in a non-offensive highly goal driven manner..*

## Who Should Attend this Course?

This course will benefit all staff involved in negotiations, including sales staff.

## Outcome

The learner will be able to identify the correct timing and communication necessary to improve their negotiation techniques.

| SAQA US ID | NOF LEVEL | CREDITS | US TITLE  |
|------------|-----------|---------|---|
| 13948      | 4         | 5       | Negotiate an agreement or deal in an authentic work situation |

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

*Duration: 2-Days*

## Content

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| Why Negotiate  | <ul style="list-style-type: none"> <li>• Understanding how individual need, capitalism and socialism interact</li> <li>• Understanding the need for oiling the wheels with fruitful negotiations</li> </ul>  |
| The Qualities of a Good Negotiator                                       | <ul style="list-style-type: none"> <li>• What makes a negotiator able to reach his/her mandate?</li> </ul>   |
| The Importance of Developing a Working Relationship with the Other Party | <ul style="list-style-type: none"> <li>• The working relationship is the glue that holds us together</li> <li>• Understanding external and internal influences, structures, and procedures and how important each aspect is to positive outcomes</li> </ul>  |
| How to Structure a Negotiating Team                                      | <ul style="list-style-type: none"> <li>• Structuring your team and eliminating any weakness or potential pitfalls by aligning goals</li> </ul>   |
| Determining Long and Short-Term Negotiating Objectives                   | <ul style="list-style-type: none"> <li>• Understanding what they could be</li> <li>• Understanding the psychology behind them</li> <li>• Recognising your negotiation vulnerabilities</li> </ul>   |
| Negotiating a Realistic Mandate  | <ul style="list-style-type: none"> <li>• A thinking tool to help us to be more critical in our thinking and to guide us to realistic mandates</li> </ul>   |
| The Negotiation Process  | <ul style="list-style-type: none"> <li>• Pre negotiation, negotiation, post negotiation</li> <li>• Identifying common ground and procedures that move the processes forward</li> <li>• Finalising and communicating the agreement to stakeholders</li> </ul> |
| Effective Listening  | <ul style="list-style-type: none"> <li>• How effective listening helps to overcome later challenges</li> </ul>   |
| Behaviour Labelling in Negotiations                                      | <ul style="list-style-type: none"> <li>• Tell them what you are going to tell them</li> <li>• Tell them</li> <li>• Tell them what you have told them</li> </ul>  |
| How to Handle Pressure and Disruptive Tactics                            | <ul style="list-style-type: none"> <li>• Balancing assertiveness and co-operation to minimise conflict: compromise, avoidance, collaboration forcing and accommodating</li> </ul>  |