



## COURSE DESCRIPTION

Instructor's Guide  <b>COURSE DESCRIPTION</b>	Course Code: CJSC02820
	Duration: 3 Working Days
	Issued: 2020
Course Title : NEGOTIATING SUCCESSFULLY	
Course Purpose:  Negotiation is easy if you know how. There are steps to follow to be a successful negotiator. Participants will be taught how to apply the negotiation strategies and tactics. They must know how to prepare for the negotiation, and prepare for conflicts that often occur. Negotiation ends with agreement and confirmation by both parties.	
Target Population:  The target population will be existing airport and airline supervisors and managers working with airlines or airports primarily responsible for provision of aviation related services to passengers and others.	
Topics that will be covered: <ul style="list-style-type: none"> <li>• To understand why there is a need to negotiate.</li> <li>• To learn negotiation step, strategies and tactics.</li> <li>• To prepare for negotiation and conflicts.</li> <li>• To understand how to agree and confirm in the closure.</li> <li>• What is negotiation?</li> <li>• Negotiation strategies.</li> <li>• Negotiation tactics.</li> <li>• Planning for negotiation.</li> <li>• Negotiation tactics.</li> <li>• Prepare for negotiation.</li> <li>• Prepare for conflicts.</li> <li>• Agree and confirm.</li> </ul>	