

Negotiation Skills for Generations

Negotiation is often associated with situations of conflict whereby parties trade objects, opinions and knowledge in order to achieve a particular outcome. However, negotiation is used in all aspects of life, be it negotiating with parents, children, colleagues or customers.

In order to effectively negotiate with your colleagues, customers and suppliers you must understand the different generational negotiation styles. Your approach to each message you convey or receive must be altered to fit within each generational context.

By examining negotiation skills through the perspectives of the different generations, we are able to look at how to improve individual and business negotiation styles, how to keep an open dialogue, how to prevent and resolve potential areas of conflict and what approaches will work within a business context to capitalise on these differences.

This focus unit looks at the service preferences unique to each generation:

- how the different generations negotiate
- understanding your own negotiation style
- planning for negotiation
- dealing with conflict
- encouraging collaborative conversations

Understanding these generational differences is critical to those who are willing to adapt their personal styles to perfect negotiation across the board.

Number of delegates: Minimum 10, maximum 40