



Transforming the way the world negotiates

Scotwork®

since 1975

50

Are your negotiators facing these issues?

- Not feeling confident and in control?
- Having difficulty closing the deal?
- Not maximising every negotiating opportunity?
- Failing to prepare effectively?
- Negotiations taking too long?
- Overwhelmed with the process?
- Assuming they know the other parties' needs?
- Struggling to handle conflict and tactics?
- Strained relationships after negotiating?

Your needs are at the centre of what we do. As negotiating experts, we understand the issues your negotiators face and we take the time to diagnose your challenges and support you with implementing the solution.

We work with clients across the globe who understand the importance of sustained capability development in negotiation. In doing so our clients are able to enhance the profitability of their deals, whilst developing a common understanding of negotiation across their teams.

Scotwork's negotiation programmes make a real commercial difference from day one - Participants walk away from their training armed with practical skills that boost their effectiveness at the negotiating table and return an average payback of 16.08 within 3 months.

Why work with Scotwork



IT WORKS

98% of people say our programmes improve their performance in negotiations



NOVICE TO EXPERT

We help people of all abilities become more confident, successful negotiators



16.08 x RETURN ON INVESTMENT

Our training customers enjoy an average ROI of 16.08 in under 3 months



ONGOING SUPPORT

Our free digital tools are there to help you before, during and after your training



LOCAL COVERAGE

We run programmes in 120 countries, from Scotwork offices based in 48 countries



INSPIRATIONAL COACHES

Learn from the very best, highly-skilled trainers with deep industry experience



UNIQUE METHODS

Our creative, value-building approach gives your negotiating extra edge



50 YEARS EXPERIENCE

Follow in the footsteps of hundreds of thousands of people who have completed our programme



SATISFIED CUSTOMERS

Over 99% of participants are happy to recommend our programmes to colleagues



EXPERTS WORLDWIDE

Wherever you are, our 170 consultants are easy to access via our global network

“How did the SCOTWORK programme compare with the BEST skill courses you have attended in the last 2 years?”



of participants would RECOMMEND Scotwork



would like to come back for more training

95%

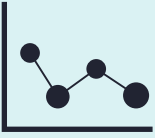
said that the training was the best or equal best that they had ever attended over the previous 2 years

OUR SURVEY OF 30,000 PARTICIPANTS REVEALS:



82%

are still using programme materials 90 days after the training



Negotiation Skills Capability Survey

How effectively does your team or organisation negotiate?

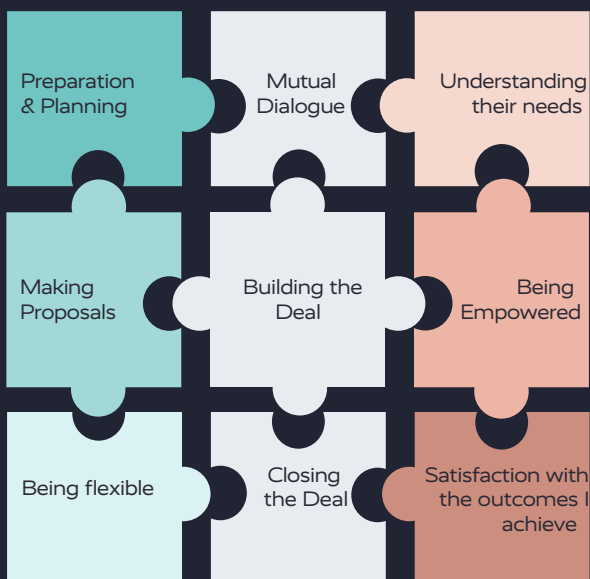
Our online survey benchmarks your team against our assessment of best practice worldwide and gives you a report to help you understand their strengths and development needs.



TAKING THE SURVEY

The survey focuses on 9 key areas of negotiating to:

- Explore how effectively they prepare
- Review how they present their own case and take account of others' needs to achieve deals
- Understand how the organisation empowers people to reach agreements
- Evaluate your people's own view of the quality of the deals they achieve and their effect on continued relationships with your customers, suppliers or staff
- Discover the behavioural dynamics of how your people conduct a negotiation and the effect they have on outcomes



RESULTS REVEALED

The report focuses on nine areas of negotiating and compares the results of your respondents with what Scotwork defines as "Best Practice".

It offers conclusions and recommendations to develop the teams negotiating capability, providing critical insights before and during their skills development programmes.

HOW DOES YOUR ORGANISATION COMPARE?

- At some point 60% of negotiators will enter a negotiation with no intention of making any form of concession
- 41% indicate that they occasionally have no time for preparation and planning
- Only 18% reveal they always have a fall back plan if they can't get a deal
- Negotiators are stubborn - 12% said if there is a difference of opinion they reinforce their view harder
- Only 26% state that when making a counterproposal they try to see that it meets all their needs
- Negotiators are not flexible - only 17% reveal they will concede their demand if they make it worth my while
- 58% imply they would always or mostly avoid conflict in order that they may be able to maintain harmonious relationships
- Only 15% said "I use wish list items creatively when closing the deal"



Advancing Negotiation Skills Programme (A.N.S.)

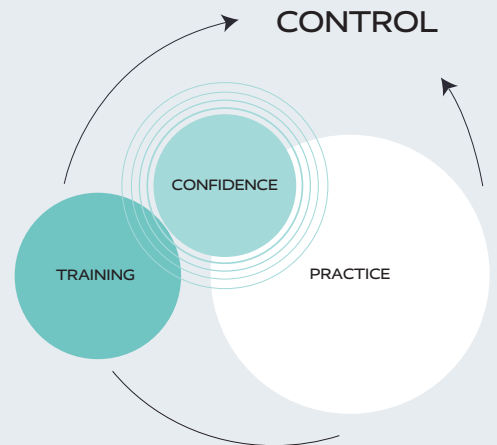


BE AN EFFECTIVE NEGOTIATOR

Scotwork's Advancing Negotiation Skills (A.N.S.) programme gives you everything you need to be a successful negotiator. Whatever your ability, age or industry background, A.N.S. starts you on a lifetime of skills development. Join us on one of our training and the pace, direction and content will be tailored to your needs. Be inspired as our expert coaches take you on a personal journey of self-discovery.

GET CONFIDENCE FOR CONTROL

To perform at your best you should have confidence in your abilities and the conviction to do the right thing at the right time. A.N.S. gives you the skills, knowledge and tools to excel in any situation, even under pressure or when the odds seem stacked against you. With increased confidence and greater control you feel the benefits quickly, with an average ROI of 16 within 3 months of completing the programme.



LEARNING MODEL

Negotiation is a live, interactive process. To reflect this, our learning model actively engages participants in turning theory into iterative good practice.

Over 80% of training time is allocated to live case-play exercises in face-to-face or virtual break out rooms where techniques are road-tested within life-like, unscripted negotiation scenarios.

Our expert coaches carefully guide you through five sequences of lecture, preparation, negotiation case-play and follow-up analysis. Each is delivered in the context of your day-to-day working life.



LECTURE



PREPARE



WATCH



NEGOTIATE



ANALYSE

Before and after

By researching your capabilities and needs beforehand, we ensure the A.N.S. course is custom-built and relevant to your working life. Because the programme is just a first step on your lifetime of skills development, we also support your post- course learning with a wide choice of free tools and resources

BEFORE We assess your skill levels and needs to tailor the course for you.



STAKEHOLDER INTERVIEWS

One-to-one conversations to capture your individual issues and challenges.



CAPABILITY SURVEY

Company-wide research to measure negotiation competence and define needs.



COURSE DESIGN

Structure and content tailored to match your specific business objectives.



NEGOTIATING PROFILE

A snapshot of how confident participants are in their negotiating abilities, pinpointing areas of confidence, highlighting priorities for improvement, and creating the foundation for a personalised skills development plan.



PERSONAL DEVELOPMENT PLAN

An online tool to help participants manage their ongoing personal development, following the findings from the Negotiating Profile and extended during and after the course.

YOUR COURSE



The course itself consists of 2.5 or 4 half days of immersive training. It's intensive but great fun. Part theory, but with an emphasis on live exercises and case-plays, the course fully prepares you for the challenges of real-world negotiation.

AFTER Use our tools and resources to take control of your ongoing skills development.



E-CONSOLIDATION MODULES

Refresh, re-enforce and personalise your post course learning using the e-Consolidation module.



ADVICE LINE

A free hotline for expert guidance on any negotiation challenge.



PERSONAL DEVELOPMENT PLAN

An online tool to help participants manage their ongoing personal development



ONLINE PREP TOOL

A hub for making and managing all your deal-making preparations.



SCOTWORK APP

Course materials and diagnostic tools accessible on the go.



FOLLOW ON TRAINING

More tailored courses to hone your skills development.



Negotiating Foundation Workshop

START YOUR NEGOTIATING JOURNEY

To perform at your best in the negotiating room you need to have confidence in your abilities and the conviction to do the right thing at the right time. This workshop is about introducing you to the process and the language of negotiation and starting to help you apply some core structure and skills. Participants will leave with more confidence and control to help manage conflict situations and create value at the negotiating table.

THE BUILDING BLOCKS OF NEGOTIATION

The workshop will reveal to you the building blocks that deliver negotiating control and give you a common negotiating language and framework:

- **Core negotiating concepts**
- **The core management steps that underpin all negotiations**
- **A structured approach to preparation**
- **Constructive information exchange**
- **The importance of proposal making**

PRACTISE AND PERFECT

Your Foundation training is the beginning of your journey, everything you learn on the Foundation Workshop is consistent and compatible with Scotwork's more advanced courses which expand and hone your skills exponentially. Post-workshop, we provide a range of digital tools and content to help expand

CONTENT

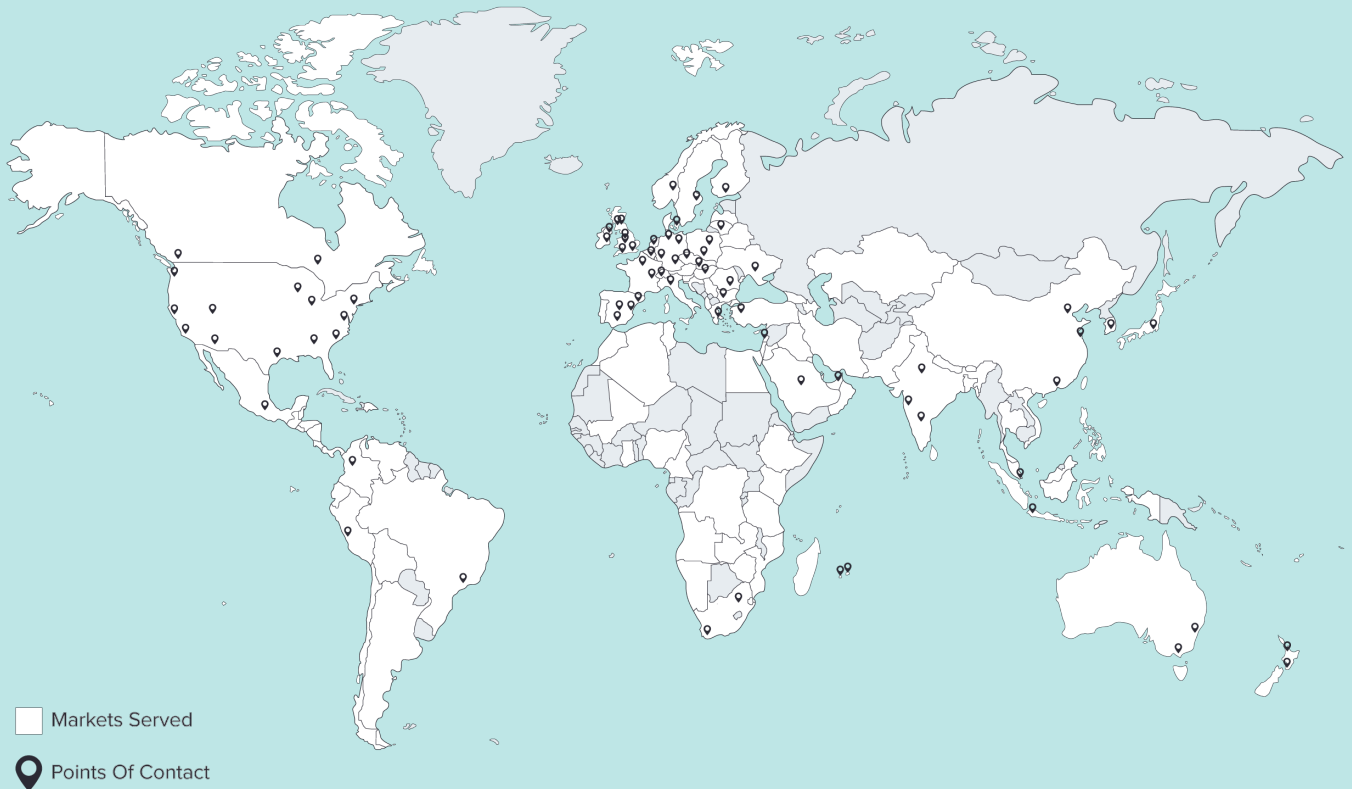
By the end of the training attendees will be able to:

- Understand the **KEY CONCEPTS** of Negotiation
- Understand the **CORE MANAGEMENT STEPS** within any negotiation
- Understand and practise the **SKILLS & TECHNIQUES** associated with the key phases of the **NEGOTIATION PROCESS**
- Use a **COMMON** negotiating **LANGUAGE & PREPARATION** process with our state-of-the-art **PREPARATION TOOL**
- Improve the quality of the **INFORMATION EXCHANGE**
- Structure the **OPENING EXCHANGES** of a negotiation
- **QUESTION & LISTEN** effectively to **UNDERSTAND** the other party
- Use and respond to **NEGOTIATING TACTICS**
- Use **ADJOURNMENTS**
- Understand and use the skills of the different roles of the **NEGOTIATOR**
- **MAXIMISE** the **PROFITABILITY** and **VALUE** of every deal

About Scotwork

MAKING A REAL IMPACT WORLDWIDE

Scotwork has coached hundreds of thousands of senior managers in 30 languages. We have grown into the world's number one independent negotiation consultancy, operating in 48 countries. We work with organisations large and small across all sectors. After nearly 50 years we are still giving people powerful skills that transform their lives, and handing businesses more successful futures.



Australia
Belgium
Brazil
Bulgaria
Canada
China
Colombia
Czech Republic
Denmark
Finland

France
Germany
Greece
Hong Kong SAR
Hungary
India
Indonesia
Ireland
Italy
Japan

KSA
Kuwait
Lithuania
Lebanon
Malaysia
Mauritius
Mexico
Morocco
Netherlands
New Zealand

Norway
Poland
Portugal
Reunion Island
Romania
Singapore
Slovakia
South Africa
South Korea
Spain

Sweden
Switzerland
Turkey
Ukraine
UAE
UK
USA

Please contact us to find out more

Email info.ie@scotwork.com

scotwork.com/ie

+353 183 11 377