

Scotwork[®]

since 1975

Transforming the way the world negotiates



We transform the way the world negotiates

We mix wide global reach with rich local knowledge to create greater engagements and application.

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 while developing a shared understanding of negotiation across their commercial teams.

Through a mix of coaching and consultancy, our expert tutors analyse your people to identify areas for improvement and provide guidance on how to achieve it.

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 x RETURN ON INVESTMENT

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



ONGOING SUPPORT

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



LOCAL COVERAGE

We run courses in 120 countries, from Scotwork offices based in 46 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



LONG TRACK RECORD

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



SATISFIED CUSTOMERS

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



EXPERTS WORLDWIDE

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



NATIVE LANGUAGE

We adapt to local customer needs by teaching our courses in 29 languages

Global standards - Locally applied

All sectors - All functions - All levels

30 languages - 170 local consultants - 120 countries - 50 offices

Our flagship negotiation skills training and development programmes

Advancing Negotiation Skills

Our A.N.S. course launches tens of thousands of people into negotiation training every year. It is designed to equip professionals, across all industries, functions and levels, with the practical skills and processes needed to become successful negotiators.

Delivered over 2.5 days in the classroom or over 4 days virtually

Understanding the fundamentals of negotiation

Scotwork Negotiating Essentials

eLearning modules that instil the basic concepts of negotiation in an easy-to-use, step-by-step online format.

10 online video modules

Negotiation Foundation Workshop

Our Negotiating Foundation Workshop introduces aspiring and novice negotiators of all ages and backgrounds to the fundamentals, terminology, and processes of negotiation.

Delivered as 1 day in the classroom or 2 half days online

Further advanced programmes

Negotiation for Leaders

This programme takes a consultative approach to suit your strategic needs. It gives more experienced negotiators the skills to tackle complex negotiations, manage and debrief their teams, interpret opponents' actions and glean insights to inform strategic decisions.

Coaching Negotiation Skills

This programme is ideal for skilled negotiators who already possess strong negotiation experience but are looking to master the art of coaching and mentoring to unlock their team's full potential.

Delivered as 2 days in the classroom or 4 half days online



Advancing Negotiation Skills Course



The Scotwork A.N.S. course unpicks the complex and chaotic practice of negotiation and simplifies it into a highly effective process you can repeat again and again. Our approach is rooted in the rigorous analysis of over 100,000 hours of real-world negotiations.

By identifying common behaviours across so many diverse observations, we have distilled the negotiating process into a simple, universal 8-step model. This empowers you with a clear understanding of how any negotiation can be successfully managed and outcomes agreed.

Tailored to both individual and business needs, A.N.S. not only teaches you how to negotiate successfully but does so in a modern, inspiring, hands-on, team-oriented, and fun learning environment.

WHAT YOU WILL LEARN ON THE COURSE

- **Negotiating** your way out of **conflict**
- Picking up **signals** through active **listening**
- **Re-packaging** deals to get past roadblocks
- Confidently responding to common **negotiation tactics**
- Being fully **prepared for any negotiation**
- Making, pitching and responding to **proposals effectively**
- Using **information** strategically
- Handling **deadlocks**
- Creating value through **trading** and **bargaining**
- Improving speed to **close**
- Navigating complex **multi-issue negotiations**
- Maintaining **control** and **power** throughout
- Defusing aggression and **confrontation**

INSPIRING CONTENT

Our learning model actively engages participants in turning theory into practice. Over 80% of course time is allocated to interactive sessions that include a challenging mix of 5 live case-play exercises followed by individual unscripted video analysis feedback and coaching from our experts.



LECTURE



PREPARE



WATCH



NEGOTIATE



ANALYSE



Negotiating Foundation Workshop

START YOUR NEGOTIATION JOURNEY

To perform at your best in the negotiating room, you need confidence in your abilities and the conviction to act decisively at the right moment. This workshop introduces you to the process and language of negotiation while helping you begin to apply core structures and skills. Participants will leave with greater confidence and control, enabling them to manage conflict effectively and create value at the negotiating table.

THE BUILDING BLOCKS OF NEGOTIATION

The workshop will introduce the building blocks that provide negotiating control and establish a common negotiating language and framework:

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

CONTENT

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

- Understand and practise the **skills** and **techniques** associated with the key phases of the **negotiation process**
- Use and respond to **negotiation tactics**
- Improve the quality of the **information exchange**
- Ask **questions** and **listen** effectively to understand the other party
- Use a common negotiating **language** and preparation process with our online **preparation tool**
- Structure the **opening exchanges**
- Use **adjournments effectively**
- Understand the different **roles** in a negotiation team
- Maximise the **profitability** of every deal



Scotwork Negotiating Essentials



Our Essentials eLearning modules instil the basic concepts of negotiation in an easy-to-use, step-by-step online format. Perfect as a PRIMER for less experienced negotiators or as a REFRESHER for people who have completed our V.A.N.S. or A.N.S. courses and as a REFERENCE resource in future negotiations.

A 10-module eLearning course designed to help your staff understand the negotiating process, support lead negotiators, manage their own negotiations, and serve as a reference resource when issues arise.

Each module consists of:



An animated video sequence explaining an aspect of the negotiation process



An interactive element to embed the lessons



A “Read more” section to provide specific guidance relating to that aspect of the process

When used as a resource, individual modules can be accessed by selecting the relevant “Help Me” statement which mirror the most common negotiation questions.

The 10 video modules are connected by a storyline following four individuals who participate in an outdoor activity designed to teach them key lessons about negotiation. Each module takes about 15 minutes to complete. They can be tackled in any order and revisited as required.

MANAGER'S SUPPORT PACK

In addition, a separate Managers' Support Pack can be supplied which contains exercises to allow managers to run customised sessions to reinforce the lessons and apply them to the particular audience.

LICENCES There are two types of licence:

A

An A licence is a stand-alone licence for an individual to access the modules with a unique login for a period of 4 years.

B

The B licence is for individuals who have attended a Scotwork Advancing Negotiation Skills course and wish to use the modules as a refresher.



Negotiation for Leaders

WHO SHOULD ATTEND?

Our Negotiation for Leaders programme is designed for experienced negotiators who want to further develop their strategic negotiating abilities.

It is ideal for senior leaders and management who sit at the negotiation table for more complex, strategic, or multi-party deals, as well as for those who lead teams whose responsibilities involve negotiation.

WHAT TO EXPECT

This strategic programme combines tutorial-style insights with practical case-play exercises to explore how to overcome typical strategic barriers.

Our expert consultants also focus on your current negotiation challenges, providing in-depth individual coaching tailored to your needs.

WHAT YOU WILL LEARN

Keeping at the forefront the wider business implications of negotiations, this programme takes skill-building beyond the negotiating room and into a broader commercial context.

You will learn how to understand behaviour, cut through tangled issues, choose the best strategic path, and motivate your negotiation teams.

INSIGHTS – STRATEGY – CONCEPTS

This 2.5 day programme allows participants to:

- Fit negotiations into a broad **strategic business picture**
- Engage the other party on a level **beyond the transaction**; building more strategic commercial relationships
- Identify and deal with **negotiation tactics**
- Master **advanced** negotiation techniques and **strategic leadership**
- Deep dive into where your and the other party's **power** comes from
- Negotiate more successfully when **long-term relationships** are important
- Consider various proven **behavioural biases** to improve your **persuasion skills**
- Better understand how to **create additional value** for your and their organisations.



Coaching Negotiation Skills



WHO SHOULD ATTEND?

The C.N.S. programme is ideal for skilled negotiators who already possess strong negotiation skills and experience, but are looking to master the art of coaching and mentoring to unlock their team's full potential. It equips you with the skills, know-how, and resources necessary to guide your teams through complex negotiations and act as an ambassador for a negotiation mindset.

Completion of our Advancing Negotiation Skills (A.N.S.) training course within the last 18 months is required. Your team will also have previously attended our A.N.S. course.

KEY LEARNING POINTS

- **Identify opportunities:** Learn how to evaluate your team's negotiation performance, leverage their strengths, and identify areas for improvement using Scotwork's skill-level matrix and methodologies.
- **Give guidance:** Learn how to give actionable guidance and deliver objective, constructive feedback, helping your team to improve their performance and negotiation outcomes.
- **Add value:** Learn how to provide continuous support and bring about a genuine transformation in the performance and development of your team.

"C.N.S. provided useful tools that will help us continue developing the negotiation skills and knowledge of our team. This coach focused program had specific negotiation-coaching techniques that our team got to practice multiple times with Scotwork's expert coaches. This program has enabled our commercial leaders to better support their teams through any negotiation as well as providing managers with a useful framework to provide objective action-based feedback."

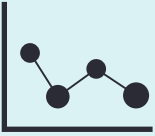
LUIS FERREY
Commercial Excellence Sr. Manager
INGREDION

Contact us to discuss your organisation's needs and see if this is the right option for your team.

C.N.S. PROGRAMME OVERVIEW

1:4 Participant to tutor ratio

The programme is delivered by two Scotwork consultants for up to 8 participants.



Negotiation Skills Capability Survey

Have you ever asked yourself how well your team or your organisation negotiates? The NSCS will benchmark your people against our assessment of best practice worldwide and give you a report to help you to understand strengths and development needs.



BUILDING ON SUCCESS

How effectively does your team or organisation negotiate?

Are you below, on par with, or above our global best practice benchmark? What are you really good at, and where do you fall short?

Our online survey tells you how capable your organisation is, and where and how to maximise your negotiation performance.

TAKING THE SURVEY

50 critical negotiation behaviour and style points 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

NSCS gives you a comprehensive, factual and concise answer to your questions:

- How effectively does my team negotiate?
- Are there common issues to fix?
- Where are the gaps in competency or training?
- What are the priorities for skills development?
- How do we benchmark by function, division or sector?
- How do our internal divisions / functions / regions compare?



Negotiation Behaviour Preferences Report

In every interaction, all of us have a natural “style” of behaviour, learned and developed over many years. We tend to repeat the behaviours that work for us, and whatever our style may be, we find some aspects of negotiations more natural and others more challenging.

Scotwork has learned that behaviours that work well in one negotiating situation will not necessarily work in all situations. By understanding your own natural behavioural style, you can assess its appropriateness to the circumstances you face, and choose to modify your style to achieve better results.

Neither approach is correct or incorrect, each will have consequences which may contribute positively or negatively to achieving a negotiated outcome.

When we understand our behavioural style and its likely consequences in negotiation, we can make adjustments that enhance our effectiveness as negotiators, depending on the circumstances.

NEGOTIATION BEHAVIOUR QUESTIONNAIRE

Firstly, the individual questionnaire asks each respondent to select their preferred approaches to a number of negotiating scenarios.

None of those responses are correct or incorrect – they all can have different consequences.

The Scotwork negotiating behaviour model has four dimensions: Interpersonal, Time, Information and Planning.

Each dimension has a subscale with two opposite positions on it representing the extremes within each aspect of negotiating behaviour.

NEGOTIATION BEHAVIOUR PREFERENCES REPORT

The report contains your unique profile and gives you valuable insight into the style you are most likely to adopt when you negotiate.

It explores, across all four dimensions, the potential impacts of that style in a variety of negotiating circumstances. It also shows your personal versatility score to help you to understand how naturally you are able to adapt your behaviour to the style of your counterparties and the different demands of the negotiating situations you may face.

TEAM TRENDS REPORT

When multiple people within the same team complete the questionnaire, Scotwork can combine the scores into a Team Trends report that provides powerful insights into team dynamics.

This allows you to understand collective strengths, identify potential blindspots, and strategically build teams that maximise negotiation effectiveness.

Interpersonal - the relative balance of a competitive vis-à-vis a cooperative approach.



Time - the extent to which a negotiator adopts a long-term outlook vis-à-vis a focus on the immediacy of the current situation.



Information - which inputs is the negotiator more predisposed to bring to the conversation; facts vis-à-vis feelings.



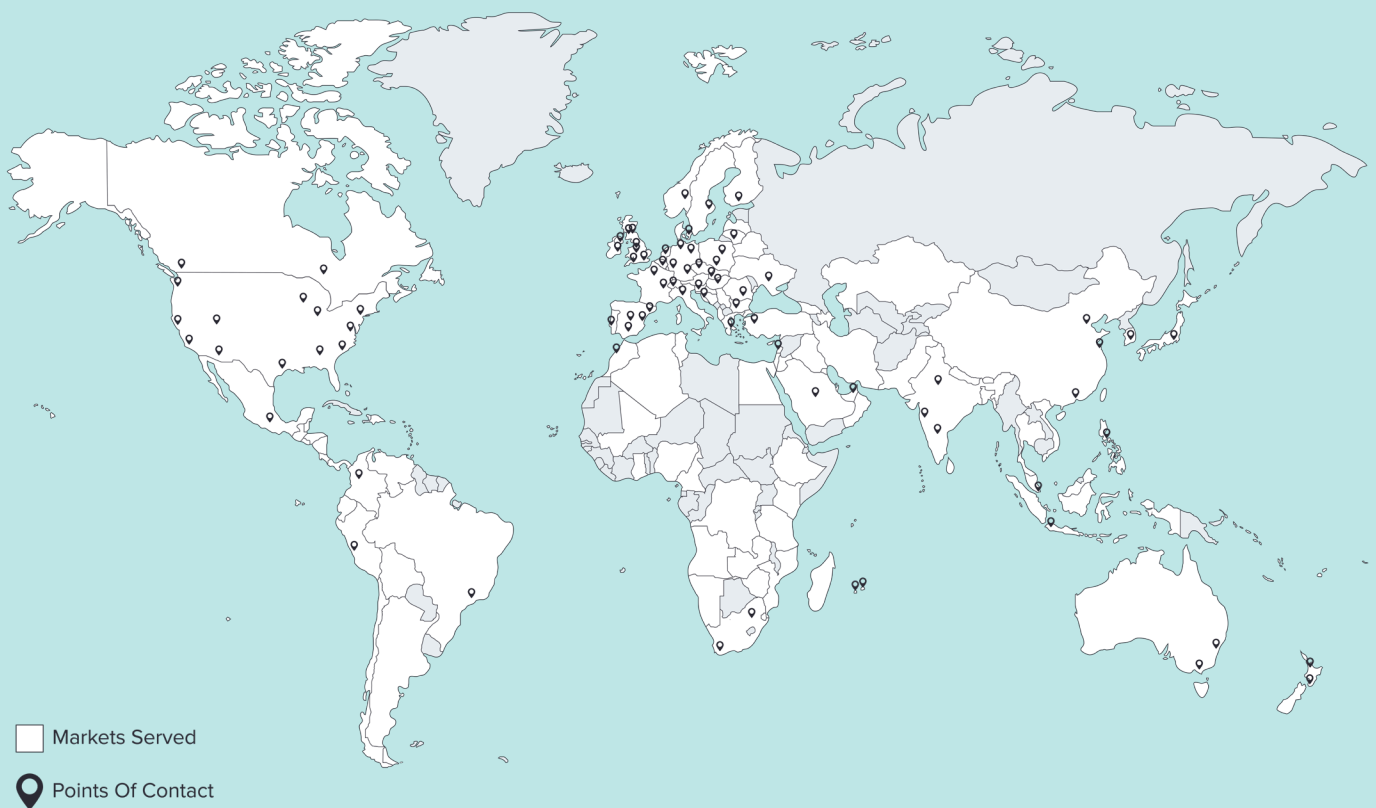
Planning - the dynamic of a systematic and methodical approach vis-à-vis a more fluid and adaptable stance.



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, with offices in 50 countries. We work with organisations large and small across all sectors. After more than 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
Croatia
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
Philippines
Poland
Portugal
Reunion Island
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