



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Customer Service Training and Quality Support



Negotiation Skills for Purchasing Professionals

OVERVIEW



Negotiations are conducted by all organisations, including non-profit organisations. This step is undertaken between two or more parties to settle a difference of opinions, offers or requirements. Any negotiation strategy will reach its desirable outcome when it is undertaken in a structured and planned manner. This structure or certain steps implemented before, during and after negotiation help achieved the desired outcome. The above-discussed steps start from preparation, discussion, clarification of goals, negotiation to agreement and implementation of a related course of action.

There are different types and tactics of negotiation, all with the same aim of achieving a peaceful and logical agreement at the end of the negotiation. What are some of the advanced negotiation strategies one could adopt for better purchasing value? Control over emotions, knowing when to stop and when to walk away, presenting alternatives to the subject of negotiation, etc. are some of the strategies adopted for better purchasing value.

This training course will empower you with the complete skill set and confidence to successfully carry out negotiations on behalf of your organisation or for your personal requirements to achieve better purchasing value.

This Negotiation Skills for Purchasing Professionals course will help you undertake important roles that could directly impact costs and growth of your organisation, thereby ensuring that you are capable of handling these successfully and supporting your career growth and progression.

The knowledge and experience gained through this course will help you successfully carry out negotiations for any organisation, thus not limiting you to one organisation or industry.



Course Objectives

The main objective of this Negotiation Skills for Purchasing Professionals training course is to empower professionals with:

- The complete skill set and confidence to conduct negotiations for the organisation or self to achieve purchasing value
- The knowledge and understanding of different types of negotiation strategies that can be applied in different situations to successfully achieve the desired objective
- The confidence, experience and skill to undertake critical roles in the organisation involving large-scale negotiations that could positively impact organisational growth and development if performed appropriately and successfully
- The necessary skill, confidence and experience to train other professionals to develop effective negotiation skills
- the required listening skills to understand other perspectives while presenting solid logic for the agreement to end on terms and conditions favourable to the organisation
- the ability and capabilities to control and reduce costs for the organisation, thus contributing to higher profits, in turn demonstrating potential to progress to higher roles and responsibilities
- Better relationship management and rapport building helpful to the business

TRAINING METHODOLOGY

This courses are customisable to the minutest detail possible. The courses are framed and devised in a manner to accommodate changes as per the backgrounds of the training audience.

Training is two-way in that besides the trainer delivering lectures related to the training topic, trainees are involved in projects, assignments, activities, role-plays, case study discussions, etc. Experiential learning also helps enhance relativity to the training content.





ORGANISATIONAL BENEFITS

By professionals undertaking this Negotiation Skills for Purchasing Professionals course, organisations will derive the following benefits:

- More fruitful and successful negotiations conducted by trained and experienced professionals
- Reduced costs and increased profit margins as a result of moderated costs and expenses
- Better stakeholder and vendor or supplier relationship management
- A structured and professional approach to negotiations
- Application of advanced and different negotiation approaches for higher success
- Greater investments because of larger deals and projects achieved through effective and structured negotiation
- Clarity of goals and targets for the next year
- Organisational growth because of better cost management and higher profit margins
- Free and regular training of other employees on negotiation skills and the different types, strategies and approaches to negotiations

PERSONAL BENEFITS

Professionals enrolling for this Negotiation Skills for Purchasing Professionals course will derive the following benefits:

- Complete knowledge and understanding of negotiations for better purchasing value
- Enhanced strategic skills to devise and apply to purchase strategic plans
- Increased knowledge, confidence and experience to train other professionals on negotiation skills
- Greater understanding and perspective to adopt a structured and planned process of negotiation
- Better understanding and awareness of different negotiation strategies to adopt in different situations and circumstances
- Increased skill set, confidence, experience and capabilities to successfully undertake critical roles in the organisation requiring negotiation of large-scale bids and projects
- Better listening skills to understand different perspectives thoroughly and then agree on the most beneficial or feasible option
- Increased confidence to reduce costs for the organisation through better negotiation
- Enhanced skill set and capabilities to undertake negotiation of any type or scale and successfully achieve the desired outcome

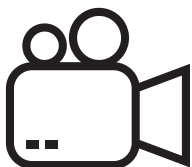




WHO IS THIS PROGRAMME FOR?

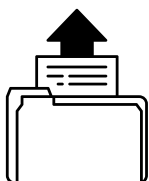
- Senior members and managers of organisations that undertake critical, large-scale bids and negotiations
- Buyers and purchase department personnel responsible for all purchases made by the organisation
- Financial analysts and advisors responsible to oversee all finance-related decisions and costs incurred by the organisation and suggest next steps accordingly
- Investors intending to invest in any particular organisation
- Other organisation personnel involved in negotiations in their roles
- Members of the admin and infrastructure department of an organisation who conduct critical negotiation very regularly for the organisation
- Any other professional who would like to know more about negotiation strategies to increase purchasing value

PROGRAMME HIGHLIGHTS

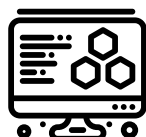


+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



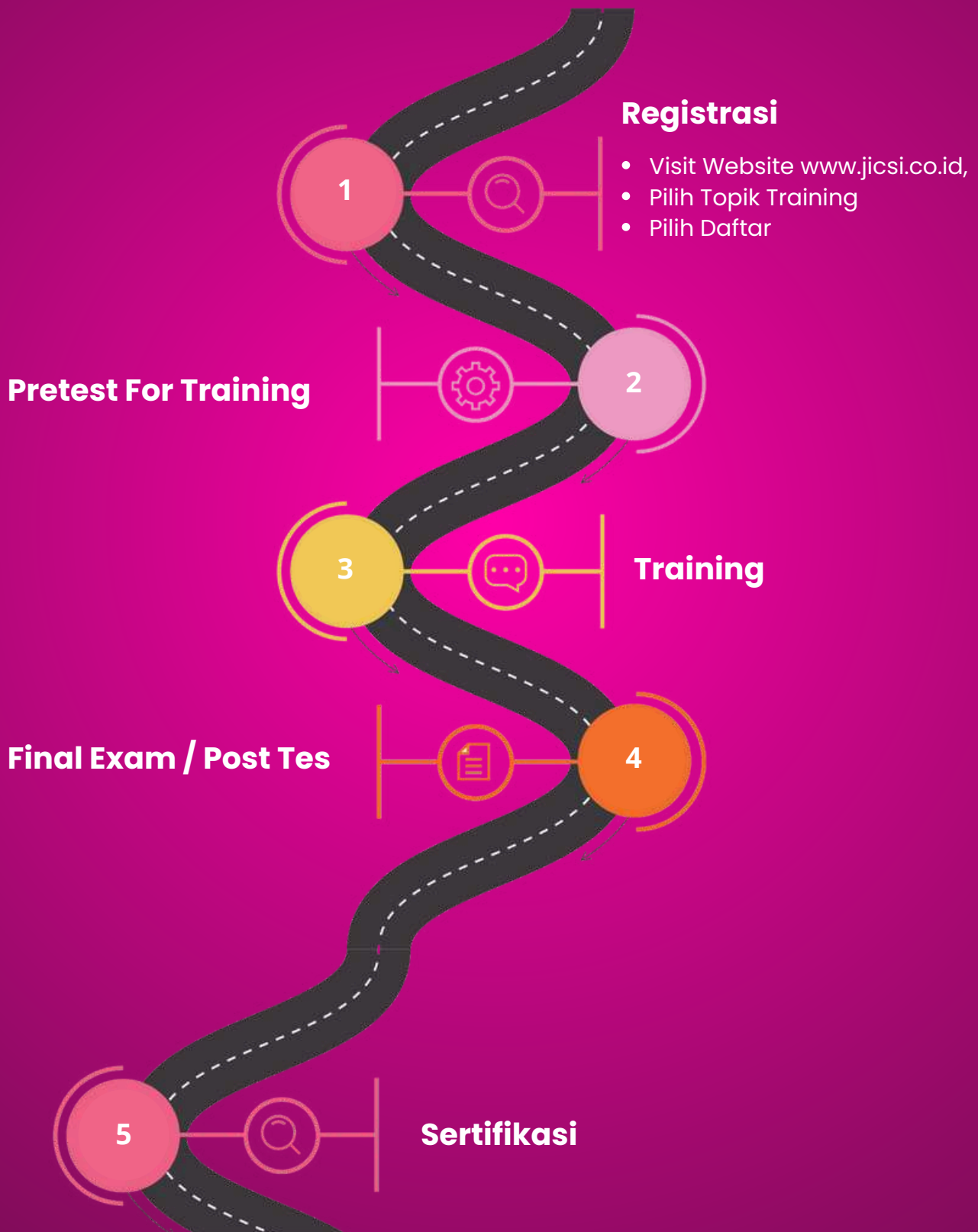
**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : Principles of Negotiation

Module 2 : Approaches to Negotiation

Module 3 : Steps of Negotiation

Module 4 : Preparation for Negotiation

Module 5 : Purchasing Negotiation Strategies for Buyers

Module 6 : Important Negotiation Skills

Module 7 : Building Trust for Negotiations

Module 8 : Challenges in Negotiation



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapapun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

[Lihat Video >>](#)



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



OY! Indonesia

Training Contact Center Agent Professional

[Lihat Video >>](#)

MESSAGE FROM FOUNDER

Rudy HP Manullang ,Ph.D
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluhan kesah.





**Jakarta International
Customer Service Institute**

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
email: **marketing@jicsi.co.id**

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