



SAMPLE PAGE FROM A PARTICIPANT GUIDE IS BELOW.

Types of Questions



Open	
Leading	
Closed	

QUESTION EXAMPLES – BREAKFAST TOPIC

Open

Tell me about your breakfast eating habits?

Leading

What do you think of Cornflakes as a breakfast cereal?

Closed

Do you eat Cornflakes for breakfast?

YOUR EXAMPLES:

Open	
Leading	
Closed	



The facilitator guide will provide managers with the knowledge, skills and resources to provide a national program that maintains the integrity, quality and consistency of the program. The guide is very detailed and will include:

- **Program Objectives:** This will include the key objectives the participants will attain at the completion of the project. Each project objective will be supported by theoretical and experiential examples
- **Delivery Method:** This will outline each objective in the module and the most appropriate style of delivery to ensure all learning styles are taken into consideration (example: visual, auditory, kinaesthetic)
- **Pre/Post Work:** This will include any activities, reading or work related activities the participants must complete before and after the program and the means to administer them
- **Resource Requirements:** This will outline all the tools and resources required to deliver the program in its entity
- **Room Set-up:** This will outline the best practice method of room set up for each module
- **Program Outline**
 - » Tasks
 - » Content
 - » Materials
 - » Time



The guide will provide detailed competency based program outlines utilising the following format. The guide will also support managers with examples and methods of delivery for each module topic.



Effective Business Negotiations			FACILITATORS GUIDE																
Prompt	Time Guide	CONTENT	Equipment																
Course Objective		<ul style="list-style-type: none"> Increasing confidence through an awareness of negotiation styles. Identifying and responding to different negotiating styles. Demonstrating flexibility to achieve a Win/Win outcome. Understanding and application of the 7 Step Negotiation Process. 																	
Pre-Course Instructions		<ul style="list-style-type: none"> Prepare handouts Distribute workbooks/notes Display PowerPoint 	PPT 1																
Materials		<ul style="list-style-type: none"> Data projector Whiteboard Flipchart stand and paper Pens, coloured textas Blue tak Masking Tape Human Graph Cards –laminated Handouts <table border="1"> <thead> <tr> <th>Document</th> <th>Document</th> <th>Document</th> <th>Document</th> </tr> </thead> <tbody> <tr> <td>Step 2 – Positions and Interests.doc</td> <td>Step 1 – Preparation. doc</td> <td>Segment 2.doc</td> <td>Red Blue Negotiation Game</td> </tr> <tr> <th>Document</th> <th>Document</th> <th>Document</th> <th>Document</th> </tr> <tr> <td>Negotiation Skills Inventory</td> <td>Negotiation Skills Planning Workshop</td> <td>Key Learning Points – Handout.doc</td> <td>Human Graph Cards. doc</td> </tr> </tbody> </table> <ul style="list-style-type: none"> Course evaluations 	Document	Document	Document	Document	Step 2 – Positions and Interests.doc	Step 1 – Preparation. doc	Segment 2.doc	Red Blue Negotiation Game	Document	Document	Document	Document	Negotiation Skills Inventory	Negotiation Skills Planning Workshop	Key Learning Points – Handout.doc	Human Graph Cards. doc	
Document	Document	Document	Document																
Step 2 – Positions and Interests.doc	Step 1 – Preparation. doc	Segment 2.doc	Red Blue Negotiation Game																
Document	Document	Document	Document																
Negotiation Skills Inventory	Negotiation Skills Planning Workshop	Key Learning Points – Handout.doc	Human Graph Cards. doc																
Welcome	3 0903	<ul style="list-style-type: none"> Welcome Participants The course is called “Effective Business Negotiations.” 	PPT 2																
Icebreaker	10 0913	<ul style="list-style-type: none"> Human Graph with masking tape and laminate cards with assessment levels ranging from excellent to struggle stand on position tell group name and why standing there take 1 step up – what would it do for your confidence when negotiating Handout – Negotiation Skills Inventory self assessment Having filled out this sheet do you think you should change position or stay? 																	
BPO Participant Notes	2 0915	<ul style="list-style-type: none"> Refer to workbooks and explain how they will be using the notes during the course. The booklet belongs to participants and is an excellent reference to take back to work Ask participants to record their name on the booklet 	PPT 3 WKBK Pg																



Sample page from a participant guide is below.

The competency based assessment will provide a written means of managers assessing the competency of each participant at a modular level. This will allow managers to provide extra support or training to those participants who have been identified as requiring it through the assessment.

Defining Outcomes- Competency Assessment

1. What do you understand by the following terms:

Win/Lose	
Lose/Lose	
Win/Win	

2. What factors could encourage a negotiator to use a WIN / LOSE style of negotiating?

3. What factors could encourage a negotiator to use a LOSE /LOSE style of negotiating?

4. What factors could encourage a negotiator to use a WIN / WIN style of negotiation?
