

Case Study	<i>Design and delivery of a Just in Time Project Management Negotiation Skills workshop</i>
Category:	Government
Client:	Department of Defence

The Challenge

How to quickly prepare staff – through theory and practice – for imminent negotiations with contractors on very sensitive issues.

The Process

The training involved a short session to learn about negotiation skills followed by 'live' simulation of negotiations over two days to hone their skills and identify the best ways to achieve positive outcomes.

Staff tested different negotiation approaches and received feedback on their personal body language and negotiation style. They were also able to identify a number of issues on which they needed to gather more information before the negotiations, as well as issues that were likely to be critical for the contractor.

As an optional extra some staff chose to seek competency accreditation for a unit from the Public Sector Training Package.

The Result

This project resulted in the design and delivery of tailored, specialised, practical workshops that delivered immediate results for the clients in successful contractor negotiations. The contracts that were ultimately negotiated were signed off with less stress and a better result for the Australian Government than would have been achieved otherwise.

The project demonstrated Bayley & Associates' ability to:

- Design and deliver a just in time intervention for a workplace team to tackle a specific issue.
- Design and deliver an innovative approach to solving an issue for a client, including training (with the option for nationally recognised accreditation), workshopping real issues and small group coaching to achieve better performance, all using a real workplace issue.
- Bring our subject matter expertise to bear on a client's issues.