

# RNS

## Profitability Starts with the Buy

**Retail Negotiation Series (RNS)** Retail negotiation is unique – fast-paced, relationship-driven, and highly complex, involving multiple variables, internal partnerships, global sourcing, ethical standards, and significant financial impact. Success requires a negotiation mindset that extends beyond basic collaboration to drive profitability and long-term partnerships.

Our two-level, blended Retail Negotiation Series (RNS) equips retail buyers with the skills and strategies needed to navigate these complexities. This program combines onsite or virtual sessions with daily online refresher questions developed exclusively for retail merchants, ensuring ongoing reinforcement application.

### Core Level

**Three half-day sessions:** focused on fundamental negotiation skills tailored to the retail environment.

#### SESSION 1

##### Retail Research:

- Differences between retail vs. other types of negotiations
- Traditional vs. new negotiation mindset

##### Your Negotiation Style at Work:

- Using online DiSC Workplace profile

#### SESSION 2

##### Core Skills for all Negotiation Situations:

- Six Retail Negotiation Tactics and Skills
- Daily or single-issue planner designed to maintain focus on key outcomes and ensure negotiations remain on track

#### SESSION 3

##### Resolving Issues with Vendors:

- Specific, step-by-step negotiation strategy for effectively addressing post-agreement vendor issues
- Live demonstration model of key negotiation skills and strategy steps in action
- Hands-on preparation and skill practice using real-world scenarios, with targeted feedback for improvement

**Taking Action and Virtual Coach** tools as well as mobile app with daily retention questions about Core Level material for 90-days post training



**DELIVERY OPTIONS:** Virtual (Three 3-hour virtual sessions) Onsite Classroom (1 ½-day workshop)

**COST:** \$675 per participant, includes facilitation, DiSC®, and 100-day pre & post-training microlearning reinforcement app, participant tool kit with post session on the job tools. All virtual sessions include a producer and participants will receive an e-participant tool kit. *(a producer supports all virtual workshops to eliminate technical challenges, enhance participant learning and engagement to ensure a seamless experience)*

## Advanced Modules

- Each Advanced topic is facilitated in an approximately 3-hour virtual or live instructor-led workshop
- *Prerequisite Training:* Core level RNS



### SESSION 4

#### Influencing Internal Partners

- Identify business partners and discuss current relationships
- Influencing approaches and principles
- Step-by-step strategy for getting agreement on how to address an issue/request
- Small group practice and feedback
- Taking Action post-session
- Daily refresher questions for retention of learning via mobile app
- Influencing Internal Partners
  - Preparation, Skill Practice using company-specific scenarios and feedback
  - Taking Action and Virtual Coach tools as well as mobile app with daily retention questions about Core Level (for 3 full months following the training)



### SESSION 5

#### Managing Powerful Relationships

- Partnership Principles
- Long term/Multiple Issue Planning
  - What vendors want
  - Joint negotiation pitfalls with your DMM
  - Long-term planning for strategic negotiations
  - Specific, step-by-step negotiation strategy for handling issues that come up after an agreement with vendors
  - Live model of the skills and steps demonstrated
  - Team negotiation planning and practice
  - Taking Action and Virtual Coach tools as well as mobile app with daily retention questions about Core Level (for 3 full months following the training)



### OPTIONAL SESSION 6

#### Senior Merchant Reinforcement

- Negotiation Skills
- Joint Negotiation Pitfalls
- Planning and Skills
- Follow-up and Ongoing Strategies
- Small group practice and feedback
- Implementation discussion and questions

### Advanced RNS Sessions:

- **Cost:**
  - \$1,075/person for 1 module combined with the Core Program
  - \$525/person per module post Core Level Training
- Minimum of 9 participants
- Includes pre-training engagement, and 90 days post-training microlearning reinforcement, participant kit and certified facilitation

### ADDITIONAL SERVICES

**One-on-one executive coaching** is also available via our national network of professional leadership coaches. For either Category Managers/Buyers, General Merchandise Managers or CMO's.