

THE ART OF NEGOTIATION

Negotiation ability and the means to influence others effectively is becoming more and more recognised as a fundamental business skill. Attending this highly interactive, hands on course will expose the skill sets required to lead and influence discussions and positively impact decisions to create win/win outcomes.

Course Outline:

- Learn to facilitate communication methods that will engender co-operation and collaboration when dealing with others.
- Understanding what constitutes strong communication and negotiation skills.
- Understanding how behaviour affects negotiations.
- Practice the 5 phases of the negotiation process – Prepare- Discuss – Propose – Bargain – Agree.
- To know how to adapt your negotiation style to match different situations and workplace environments.
- Assertiveness – a strategic communication pattern for delivering messages and results.
- Discover the professional approach to resolving issues and depersonalising situations that have the potential to be stressful.
- Dealing with conflict.

- Through relevant case studies and role plays, practice negotiation skills.

At the end of the course you will be able to:

- Recognise different negotiation styles and understand your own style of negotiation that your personality exhibits.
- Utilise the 5 step process to ensure you are prepared to influence a negotiation outcome.
- Know how to approach a negotiation in different situations i.e. with an individual, with a team, with management, with a customer (internal and external).

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- See the difference between aggressive, submissive and assertive behaviour to affect negotiation outcomes.
- Recognise how to depersonalise a negotiation situation and stay in emotional control.
- Deal effectively with conflict through applying a 5 step conflict resolution process.

Course Duration	1 day program
Participant Numbers	6-12 participants
Pre-work required	Pre-work will be sent prior to training
Post work required	Post work is set to consolidate skills into the workplace habits



Who should attend:

- Staff who need to influence and reach a deal with others in business.
- Team Leaders, Supervisors, Frontline Managers, Customer Service Team Members.