



Persuasive Communication & Negotiation Skills Masterclass

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Course Summary:

The course is designed to equip participants with the understanding and confidence to communicate and negotiate with; clients, customers, suppliers, and other business associates. Participants will be exposed to group negotiations and one-to-one exercises which will enable them to communicate effectively, negotiate successfully and enhance business performance.

Who Should Attend?

Managers, Executives, Managers, Team Leaders, Superintendents, Chief Engineers, Senior Engineers, Newly Qualified Engineers, Plant Managers, Project Managers, Quality Managers, Technical Managers, Supervisors, Financial Officers and Controllers, Process Managers, Strategic Planning Managers, Key Personnel, Champions, Officers, Supervisors, Department Heads, Engineers, Foremen, anyone in managerial and administrative positions, Engineering Professionals, Project and Design Engineers, Technical Operational Staff, Technical Sales Staff, Research and Development Professionals, Technical Personnel, Maintenance and Supervisory Managers, Maintenance Planning Staff, Technical Managers, Project team members

Course Objectives:

By the end of this course, delegates will be able to:

- Create win-win results through successful negotiations
- Utilize NLP tools and techniques to enhance communication
- Develop effective presentation skills
- Use effective communication skills
- Employ dynamic and engaging interpersonal skills
- Manage a range of difficult situations and challenging people

- Develop the art of report writing

Course Outline:

- Theories of behavioral and interpersonal relationship
- Types and uses of communication
- The need to communicate
- Barriers to communication
- Report writing and effective presentation skills
- Managing difficult people
- Identifying methods and techniques of applying assertiveness effectively
- NLP (Neuro Linguistic Programming)
- Use of the key skills, tactics and behavior for effective negotiation
- Characteristics of a successful negotiator
- Preparing and developing the optimum strategy and productive negotiating parameters
- Creating "Win-Win" opportunities
- Anticipating how to deal with rejection and impasse
- Identifying your own optimum negotiating style, and how to employ to the best effect
- The essential skills of negotiation
- Creating lasting commitment to agreement