

Developing Confident Negotiation Skills

Duration:

One day

Objective

The ability to negotiate with skill and preparedness in a variety of different scenarios is an essential contributor to successful organisational performance. This one day programme introduces participants from all disciplines to the fundamental skills and techniques of negotiating, enabling them to become significantly more persuasive and influential by helping them develop more confident and professional styles of communication. All delegates on this programme will engage in exercises that facilitate the transfer of the practical skills studied for use into the workplace.

Contents

By the end of this course each delegate will be able to:

- Explain the difference between selling and negotiation
- Identify the key personality differences between a good and a bad negotiator
- Recognise the five phases of negotiation
- Use creative thinking to plan a negotiation
- List the ten most common negotiating mistakes
- Create impact using effective verbal communication skills
- Highlight the importance of body language to a negotiation
- Demonstrate a negotiation using features and benefits

Who should attend

Anyone who, in the course of their professional or social life, would benefit from an improved ability to influence others through structured and reasoned communication.

Course benefits

- Understand the implications of different approaches to negotiation
- Develop successful negotiation strategies
- Hone the interpersonal skills crucial to successful negotiation
- Integrate negotiating skills and techniques into the management role
- Achieve better results through better negotiation

Additional information

In this course, you will learn to develop negotiating skills to deliver successful results and gain experience in creating and managing dynamic negotiating environments. You will understand how to integrate people and process elements, creating a flexible framework for negotiation strategies and situations. The course presents methods, techniques and processes required to conduct successful negotiations confidently.

Certificates

All delegates who successfully complete this course will receive a CPD Certificate detailing the points or hours applicable.

Trainers background

The trainer for this course has extensive experience in design and delivery of negotiation skills training. They have been successfully delivering training to both public and private sector organisations for over ten years and previously held a number of senior management positions in industry.