

COURSE OUTLINE

Negotiation Skills - Introduction

Who is it for?

This workshop is aimed at anyone who is new to negotiation or wants to develop their core negotiation skills with a greater understanding of the theory.

Attendees will learn that negotiating is about more than simply purchasing and selling, and that we negotiate with those around us on a day-to-day basis.

What is it about?

This workshop examines the key principles of a successful negotiation and will provide delegates with the tools, techniques and confidence to negotiate effectively – resulting in mutually beneficial outcomes.

What will it cover?

- What makes an effective negotiation effective
- The key skills in a successful negotiator
- Key steps in preparing for the negotiation
- Creating a constructive environment
- Understanding the impact of non-verbal communication on the negotiation process
- Questioning and listening techniques to extract information
- Trading, without conceding
- Managing emotions and overcoming deadlock
- Techniques for closing the deal

What will I learn?

- A greater understanding of what negotiation is
- The confidence and ability to achieve outcomes of mutual benefit
- A successful strategy based on careful planning
- Greater confidence in face-to-face communications
- Proven questioning techniques
- How to trade without conceding
- The opportunity to practice and hone new skills

Duration

1 day