



Negotiation and influencing skills for all

The workshop can be tailored to meet your organisation's requirements and will provide you with an overview of the skills needed to define, structure and conduct successful negotiations and how you can apply them to deliver win-win outcomes. The workshop will provide a framework to apply to any form of negotiation and aims to enable you to enhance your skills and enter confidently into any form of negotiation discussion. The structured approach will enable you to focus on maximising your negotiating power and to create win/win outcomes.

Course duration

Typically 1 day

Who should attend?

Tailored to suit participants who need to negotiate in the workplace and those wishing to enhance their negotiation skills within customer-facing situations

Course Content

- defining the negotiation and how it is distinguished from other dialogues
- critical mistakes
- the process of negotiating to achieve win/win outcomes
- a model for negotiation and the phases through which any successful negotiation must pass
- golden rules for influencing and persuading and the skills required for effective negotiation
- communicating effectively to present your case
- pattern notes
- dealing with breakdown and deadlock, disputes and differences
- developing and using your BATNA

- closing techniques; when is an agreement a good one?
- golden rules for influencing and persuading

Pre-requisites

None

Course style

Highly participative using small group discussions, exercises and practice sessions

Objectives

As a result of attending this workshop, you will:

- understand your current negotiation skills
- recognise the qualities required for successful negotiation
- have a framework for planning and preparation
- identify the sources of negotiation power
- adapt negotiation styles for differing situations
- communicate effectively to influence and create win-win outcomes