



Negotiation and influencing skills

The workshop provides an overview of the skills needed to define, structure and conduct successful negotiations and demonstrates how you can apply them to deliver win-win outcomes. It provides a framework that can be applied to any form of negotiation and aims to enable you to enhance your skills and enter confidently into any form of negotiation discussion.

Course duration

Typically 1 day

Who should attend?

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

Course Content

- defining negotiation and distinguishing it from other dialogues
- discussing common mistakes and identifying how to avoid them
- building the negotiating process to achieve win/win outcomes
- confirming the process with a practical Negotiation Model
- establishing the golden rules for influencing and persuading and the skills required for effective negotiation
- communicating effectively to present your case
- dealing with breakdown, deadlock, disputes and differences
- developing and using your Best Alternative to a Negotiated Agreement (BATNA)

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:

- recognise your current level of negotiation skills
- identify the qualities and skills required for successful negotiation
- have a framework for planning and preparation
- know how to identify the sources of negotiation power
- be able to practice using the Negotiation Model
- adapt your negotiation style to suit different situations
- communicate effectively to influence and create win-win outcome

To book your place please contact the Business Development team

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This workshop can be tailored to meet your organisation's requirements.