

This 1 day workshop focuses on developing and strengthening individual's negotiation skills, without damaging valuable colleague or customer relationships. This hands-on workshop uses role play, exercises and personal feedback to improve individuals' skills and abilities to communicate, negotiate and handle difficult negotiation situations. The workshop will develop your abilities to:

- Understand the negotiation process
- Listen
- Ask questions to establish your understanding
- Ask questions to establish the other parties understanding
- Eliminate time wasting deadlocks and conflict
- Assert influencing skills to persuade

Who Will Benefit?

This course is designed for Managers with a need to achieve more from the people they manage

Course Outline

- Define negotiation
- Where does negotiation start?
- Characteristics of top negotiators
- The negotiation process – key principles and stages
- Common negotiation mistakes
- Planning and preparation
- Developing your negotiation case
- Compromising to the fall back position
- Closing
- Gaining commitment to the solution
- Body language
- Offering solutions and not problems
- Handling objections, challenges and conflict
- Creating win-win

Duration

1 Day

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