

Successful Negotiation Skills



Introduction

Effective negotiation skills are essential for Managers, Sales Personnel, Customer Service Representatives and Project Managers.

This course will enable delegates to identify their current strengths and development needs in relation to their personal negotiation style. By the end of this course, delegates will be able to prepare, plan, conduct and review both formal and informal negotiations.

This programme is highly practical offering a mix of theory, reflection and interactive sessions.

Who should attend

Anyone involved in negotiations - both professional and personal.

Duration

1 day

Course Outline

What is negotiation?

- ◆ What makes a successful negotiator?
- ◆ Negotiation experiences
- ◆ Self Diagnostic questionnaire

The Process of Negotiation

- Preparation
- Establishing the climate
- Exploring needs
- Testing understanding and summarising
- Negotiating your position
- Reaching agreement

Stages of Negotiation

- Setting SMART objectives
- Choosing your negotiating style
- Blake and Mouton
- Setting your LIM Strategy
- Influencing styles and strategies
- Influencing strategies model
- Push, pull and moving away behaviours
- Negotiating win-win outcomes
- Specific closing techniques
- Thirteen ways to close a sale

Specific Negotiation Skills

- Tips, tricks, tactics and gambits
- Building magic rapport
- Non-verbal communication
- Matching

Signalling in Negotiation

- Understanding different indicators

Action Plans to improve Personal Competencies

Course Summary

How to Book

You can choose from the following options:

- ◆ Call our TRAINING CENTRE on 01189 778562
- ◆ Email us at our specially designated TRAINING CENTRE address:

info@mass-trainingcentre.com

