



4D Training

## Influencing and Negotiation Skills

### Who would benefit?

Learning how to influence and negotiate with others is one of the most valuable and transferable skills to have. You will leave with a sense of confidence, well founded on enhanced capabilities.

In order to influence the thinking and behaviour of others, and persuade them to your way of thinking, you need to communicate confidently, build a relationship and remain assertive even when pressurised. This course is designed to enable you to be more confident, influential and persuasive at work through recognising the link between your communication skills and the impact they can have on others. This will also ensure that you will be in a better position to achieve that win/win in negotiations.

### Objective

By the end of this course, you will be able to:

- Communicate in a more Influential and persuasive manner.
- Communicate with increased confidence at meetings.
- Become a more active listener and use enhanced persuasion skills to act as an opinion shaper.
- Apply principles of negotiation to your day-to-day communication.
- Identify your own preferred influencing style and use it to encourage others to change.

### Content

- Influential and persuasive Communication
  - What makes an successful Communicator
  - Assessing your own style
  - Expressing yourself in an assertive and effective manner
  - Contributing at meetings and gaining cooperation from others
  - Enhancing your questioning and listening skills
- Difficult Situations - Communicating With Confidence
  - Creating a positive impression when dealing with others
  - Communicating difficult or sensitive messages
  - Gaining cooperation from others and minimising conflict
- Negotiation with Others
  - The core negotiation process when working with others
  - Pre-negotiation – preparation and planning
  - Principles of negotiation
  - The 10 Techniques to become a successful negotiator
  - Concluding the negotiation – securing a win/win result
- Personal Development
  - Preparing a personal action plan

### Duration

One day