



4D Training

Negotiation and Influencing Skills

Who Would Benefit?

Effective negotiation and influencing skills are essential for managers, personnel, customer service representatives and project managers, indeed anyone involved in negotiations, both professional and personal.

Objective

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

Content

- What is negotiation?
- What makes a successful negotiator?
- Negotiation experiences
- Self-diagnostic questionnaire
- The process of negotiation:
 - preparation, establish the climate, explore needs, test understanding and summarising, negotiate your position and reaching agreement
- Stages of negotiation:
 - setting SMART objectives, choose your negotiating style, Blake and Mouton, setting your LIM strategy, influencing styles and strategies and strategies model, push/pull and moving away behaviours, negotiating win-win outcomes, specific closing techniques, thirteen ways to close a negotiation
- Specific negotiation skills
- Tips, tricks, tactics and gambits
- Building magic rapport
- Non-verbal communication
- Matching
- Signalling in negotiations
- Understanding different indicators
- Action plans to improve personal competencies

Duration

One day