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Negotiation Skills | Course Duration One day | Course Code: NS1

Overview

This interactive course has been designed to focus on the vital skills that are required to improve your negotiation skills. Full of practical techniques and exercises, that puts theory into practice.

Who is it for?

This course is aimed at people who are new to negotiation, or have some experience in negotiating and want to develop their skills and confidence, especially on a one-to-one basis with customers, suppliers and colleagues.

Objectives

- Understand the essential processes for good negotiations
- Understand the value of preparation to give you the best opportunity for success
- Align your interpersonal skills to the negotiation process
- Increasing attention and interest through clear concise dialogue
- Develop organising and presenting skills to provide information and ideas clearly and logically
- Maximising success by objective communication
- Confidently put your new skills into practice

Course Overview

- The negotiation process in 'bite-size-chunks'
- The essential personal skills for negotiating
- Effective preparation to fully understand your customers'
 - Exercise on preparation
- Using the correct language
- Tone and body language
- Active listening and its importance
- Using your personality to communicate in a natural, relaxed manner
- Building rapport
- Objective communication to ensure credibility
- Behaving assertively
 - Exercise on assertiveness
- Negotiation Exercises for varied situations
- Create an objective action plan to develop your skills

All of our courses can be tailored to meet you organisations objectives

Bespoke Training for Business