

Negotiation Skills

Suitable for anyone in the organisation who has to negotiate with either colleagues, complainants or suppliers

Objectives:

At the end of this programme, delegates will have a good understanding of the negotiation process and be aware of a structure and techniques to conduct as successful win- win outcome

Content covers:

- Understanding negotiation – adversarial versus co-operative approach
- Preparation
- The negotiation stages
- Communication skills
- Body language
- Moving to agreement
- Closing the negotiation
- Understanding tactics
- Practical negotiation role play

Programmes can be tailor-made to your specific requirements.

Course Category

Sales

- o Selling for the non-sales person
- o Pro-active Telephone Selling
- o Gaining Quality Telephone Appointments
- o Maximising Incoming Orders
- o The Principles of Selling
- o Managing and Growing Key Accounts
- o Sales Management
- o Effective Sales Negotiation

Supervision and Management

- o The Effective Supervisor
- o The Motivational Manager
- o Team Leader Development

Communication

- o A Guide to Assertiveness
- o Productive Communication
- o Chairing and Facilitation Techniques
- o Effective Presentation Techniques
- o Negotiation Skills

Self and Team Development

- o Coaching for Success
- o Training the Trainer
- o Instructional Techniques
- o Managing Stress
- o The Power of the Team
- o Effective Goal Setting
- o Professional Customer Care

Skills

- o Internal Customer Care
- o Problem Solving and Decision Making
- o Time Management
- o The Effective Appraisal

Bite Size Training Tasters