

Negotiating For Results



People who can master the art of negotiation find they can save time, save money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in the workplace.

Negotiating is a fundamental fact of life at any level. Whether you are working on a project or fulfilling support duties, **this two day workshop** will provide you with a basic comfort level to negotiate with both internal and external clients. This interactive workshop includes techniques to promote effective communications and gives you techniques for turning face-to-face confrontation into side-by-side problem solving.

How You Will Benefit

At the end of the workshop you will be able to:

- Understand how often we all negotiate and the benefits of good negotiation skills
- Recognise the importance of preparing for the negotiation process, regardless of the circumstances
- Identify the various negotiation styles and their advantages and disadvantages
- Develop strategies for dealing with tough or unfair tactics
- Gain skill in developing alternatives and recognising options
- Have the opportunity to practice the “how to” of these skills in a supportive environment.
- Understand basic negotiation principles, including BATNA, WATNA, WAP, and the ZOPA

What You Will Cover

- What is negotiation?
- The successful negotiator
- Preparing for negotiation
- The nuts and bolts
- Making the right impression
- Getting off to a good start
- Exchanging information
- The bargaining stage
- Inventing options for mutual gain
- Getting past no and getting to yes
- Dealing with negative emotions
- Moving from bargaining to closing
- The closing stage

What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialised manual and course materials

YES! Enrol me now!
REGISTRATION FORM
Negotiating for Results

| | | | |
|---|-------|-------------|-------|
| Participant's name: | _____ | Position: | _____ |
| Organisation: | _____ | | |
| Work Address: | _____ | | |
| Phone: | _____ | Email: | _____ |
| Credit card type: MasterCard / Visa Only | | | |
| Name on card: | _____ | Amount: | _____ |
| Credit Card Number | _____ | Expiry Date | _____ |
| Signature | _____ | | |

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