

## Negotiation Masterclass | maximum 12 participants | 2 days



### PROGRAM OUTLINE

A two day interactive program designed to develop skills in negotiation and to improve the confidence to apply those skills. Delegates will gain a deep understanding of the phase of negotiation and will be given opportunities to practice these through video role-plays. They will receive one to one feedback on their skills.



### COURSE CONTENT

- The negotiation process
- Preparation and planning through the phases, including setting objectives
- Utilise a variety of persuasion methods
- Movement in a negotiation, how to manage your movement and persuade others to move;
- How to detect and deal with the other party's attempts to influence you;
- The buyer's and supplier's perspective on sellers and their tactics
- Positive behavioural traits and aspects of non-verbal behaviour



### LEARNING OUTCOMES

Employ a variety of persuasion methods to achieve their goals; distinguish the phases of negotiation and the behaviours appropriate at each phase; identify the importance of preparation and planning in determining the outcome of negotiations; Develop appropriate preparation for negotiations. Through the video role-plays, participants will receive guided feedback to enhance their skills.



### ORGANISATIONAL BENEFITS

This program will equip experienced delegates with skills in influencing and the confidence to apply them to achieve better results in demanding commercial negotiations.