



Influencing & Negotiating Skills – 1 Day Workshop



Overview

The ability to create influence and negotiate for a successful agreement is a core skill for everyone involved in any type of organisation. Effective negotiation skills help to create solutions where two parties are attempting to reach agreement, where there are areas of both common ground and difference. Many interactions in a professional environment involve a series of negotiations whose outcome could be the difference between success and failure.

This course is designed to enable you to be more confident, influential and persuasive at work through recognising the link between your communication skills and the impact they can have on others. This practical workshop combines the science and art of influence with the process of negotiating; preparing, investigating, proposing, bargaining and closing.

Outcomes

Following this workshop delegates will have developed the skills required to create influence and negotiate for a successful agreement and create lasting collaborative solutions.

Content

Win/Win Negotiation

- Competitive Vs Co-operative Negotiating
- The Benefits of Principled Negotiation
- The Range of Negotiation Styles
- The 5 step Negotiation Process
- The Psychology of Successful Negotiation
- The Qualities of Successful Negotiators

The Science of Influence

- Personal Communication Preferences
- Managing Diverse Personality Styles
- Questioning and Listening Skills
- Social Influence Factors
- Influence Through Questions
- Building Rapport

Preparing for a negotiation

- Strategic Planning for Negotiation
- Establishing Your Position
- Identifying Alternatives
- Analysing Their Objectives
- Planning for Co-operation
- Managing the Meeting

Getting to Win/Win

- Developing Your Strategy
- Managing Perceptions and Expectations
- Using Emotional Intelligence
- Collaborative Negotiating
- The Benefits of the Team Approach
- Making Proposals & Breaking Deadlocks
- When to Agree, Bargain, Delay & Walk Away
- Recognising Manipulation Techniques
- Bargaining Techniques

Closing the Negotiation

- Recording Agreement
- Timing Your Close
- Defining the Agreement
- Seeking Commitment
- Planning for Action