

Negotiating Skills



A 2-day programme

Who for:

Professionals who lead and participate in negotiating solutions, deals and agreements with clients.

In this programme, you will learn and practise:

- Differentiating between professional, mutually respectful negotiation and “game-playing” for personal or unilateral advantage
- How to plan for negotiation sessions, including balancing negotiating factors and variables, whether for a one-on-one or team-on-team meeting
- How to open the negotiation with professionalism and confidence; laying out outcomes and agenda
- Techniques for offering, accepting and confirming concessions
- Facilitating negotiations, clarifying, summarising and closing
- Non-verbal and rapport skills; detecting and managing incongruence
- Handling confrontation and manipulative “plays” from the other side

