

Negotiation Skills



Overview

This course is designed to provide top line insights into successful negotiation strategies to aid individuals in their ability to negotiate at all levels. This translates well for use in more traditional sales and customer service contexts as well as how best to create win/win situations around day-to-day tasks and dealings with colleagues, suppliers and clients.

Key Objectives	<ul style="list-style-type: none">• To clearly define what effective negotiation is• To prepare successfully for win/win outcomes• To use the 5 stages of negotiation in their workplace interactions
Content	<ul style="list-style-type: none">• Defining what effective negotiation is• Identify negotiation traps• Overview of the negotiation model• Preparation: building a 'customer' profile• Setting negotiation aims & levels from ultimate to walk away point• Identifying the BATNA• Negotiation tips: Trading concessions & the law of reciprocity• Rapport building• Needs based questioning using SENSE model• Making your pitch with 4 simple steps• Objection handling & gaining agreement with the ADRSS framework
Logistics	Sessions are interactive & require full audience participation. Participants will need a webcam & microphone on a laptop or mobile device. The session will be run in Zoom (or equivalent platform) and a PDF of all slides will be made available following the session.

