



EFFECTIVE NEGOTIATION

Course Outline

Course overview and duration

This one-day course is designed to give practical guidelines on the techniques and skills needed to achieve a 'win-win' outcome and build future relationships in any negotiation situation.

Who will benefit from this course?

This course is suitable for anyone who is required to engage in negotiation with clients and customers. It is relevant to a wide range of professional areas, such as development, internal negotiations, purchasing, supply chain, capture, customer relationship management, and sales.

What you will learn:

- Understood the implications of different approaches to negotiation.
- Approach negotiation situations with confidence.
- Influence win-win outcomes.
- Integrate the negotiation skills into a management role.
- Understand the importance of building long-term relationships by using supportive negotiation strategies.
- Build constructive relationships with customers and colleagues alike.
- Involve all parties by building rapport.
- Prepare for a successful outcome.
- Assert your position in a solution-focused way.
- Know what to do when things don't go as planned.
- Maintain a positive approach to negotiation.

All delegates will leave the training with a personalised action plan.