

## Professional Business Negotiating

### INTRODUCTION

The course is structured to view all types of negotiation with the use of role play and practical workshop enabling the delegate to look at various techniques and apply the skills as they learn. The delegates will develop successful negotiation strategies and review ways to integrate negotiating skills into the management role.

### COURSE OBJECTIVES

*By the end of the course, delegates will have:*

- **Defined** and identified opportunities for using the skills of negotiation.
- **Demonstrated** their knowledge and tools necessary to conduct any negotiation confidently
- **An awareness** if the most commonly used tricks and traps used in negotiation and how to deal with them
- **Examined** the process of negotiation.
- **Learnt** the steps of prepare and plan for negotiation.
- **Practised** the key skills of establishing rapport, questioning and listening
- **Knowledge** of the factors which make a difference between effective and average negotiators

### COURSE CONTENTS

#### What is Negotiation?

#### Behaviours of Effective Negotiators

#### The Process of Negotiation

#### Preparing to Negotiate

Defining goals and objects

Clarifying the issues

Gathering information

Preparing for conflict

#### Techniques for Persuasion

#### Different Styles

#### Personal Development Action Planning

**COURSE DURATION:** 1 Day Course

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