

Duration

1.5 days

Suitable For

All people for whom negotiation and influencing is key to their role. The workshop examines different negotiation styles and their impact on self, others and working relationships. It aims to identify the key skills involved in negotiation and the situations in which we can apply them.

Objectives

By the end of the course delegates will be able to :

- Understand their own motivational values using the SDI model and psychometric
- Identify the motivational values of others and adapt their behaviour and communication to create rapport and influence
- Describe the key skills involved in negotiation
- Recognise where the power lies in negotiation
- Adopt appropriate negotiation strategies
- Improve their skills in communicating clearly and effectively
- Deal confidently with difficult negotiations and conflict situations



Course content

- SDI Emotional Intelligence (Half day)

Negotiation styles

- Collaborative
- Aggressive
- Withdrawal
- Compromise

Power & Influence

- Who has it?
- Where does it come from?
- How do we use it?
- How do we find out?

Communicating effectively

- Questioning
- Listening
- Rapport
- Assertive communication
- Transactional Analysis

Skills & techniques

- Understanding your objectives
- Using concessions
- Fall-back position
- Understanding objections
- Reframing
- Negotiating on price
- Using asymmetries
- Understanding their point of view
- Gaining agreement

Planning how and when to apply new tools/skills

- Action planning and next steps