

# Negotiating and Influencing Skills\*

## Who will benefit

Level 2 3 4 5

For those who are new to negotiation and are looking to develop skills and self-confidence, particularly on a one-to-one basis, for payment and other types of commercial negotiations with external and internal customers.

## Objective

This interactive one-day workshop is aimed at developing practical skills and techniques on how to plan and conduct negotiations, improve communications and build better relationships with people and to influence the outcome.

## Course content

### ■ The Skill of Negotiation and Influencing

- What a negotiation is and definitions provided
- The interpersonal skills required
- Who do you have to influence?
- What and with whom do you have to negotiate
- What currently happens?

### ■ What Influences People and Style to Use

- The six influencers and how to use them without manipulation
- Power and authority to influence others
- Your personal influencing style and what works best in given situations

### ■ Types of Negotiation

- An introduction to the styles of negotiation, including payment plans, and how personalities impact on this

### ■ Negotiation Strategy and Preparation

- Introduction to the importance of having a strategy and negotiation ranges
- Essential role of preparation and tips on how to prepare 'on the hoof'
- Opening, proposing and negotiating for a win/win result
- Reaching agreement and reviewing

*“Good, well constructed course”*

*“I found the course very worthwhile”*

Fee: £390.00 + VAT Non-Members, £310.00 + VAT Members

## Where next?

- People, Process and Performance Management
- Essential Management Skills
- Building Customer Relationships in Credit Management