



Negotiation Skills

This is a hands-on workshop - with practical role play exercises and group learning experiences, which helps to ensure the new skills are easy to learn and will act as a refresher for those individuals that are involved in negotiations already:

What is covered on the course?

- **Preparation** – researching the negotiation, planning the meeting, identifying the variables and tradeables and establishing your position – including setting criteria for: **Ideal – Deal – Essential – Aim.**
- **Expectations** – setting the framework & agenda, taking control, building rapport and identifying needs from the other party.
- **Testing** – probing for issues, areas for negotiation, using open questions, listening skills, empathy with the other party and seeking to understand their position.
- **Challenging** – exploring ‘if/then’ positions, trading concessions, how to use NLP to influence and persuade others.
- **Agreement** – clarifying the agreement, recap & summary of discussions, closing the deal, agreeing the actions etc.
- **Reviewing** – reflect on personal performance, analysing the impact of the agreement and implications, communicating the outcome, reviewing the process used and what happens next!
- **Additional topics covered: Conflict, Reaching win-win, identifying the shopping list & rapport building.**

Testimonials

- “Perceptions Coaching delivered improvements in sales techniques with individuals, that helped us to achieve more consistent results across the department.”
- “As a result of working with Perceptions Coaching, there has been a marked improvement in the team’s performance and in our relationship with our clients.”

The course is designed to ensure all delegates learn from the experience and benefit from gaining new knowledge or, in some cases, practising and developing skills from existing awareness.

improving performance...
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