



Negotiation Techniques

An interactive 1 hour workshop designed for delivery over the telephone.

Who should attend: All levels who are interested in improving their negotiation skills

Outcome expected: Increased confidence as a result of an understanding that people aren't difficult, just different, reinforced by role-playing the most common negotiations.

CONTENT

1. **The negotiation problem**
 - ❑ Win-win; win-lose; lose-win – the negotiation diagram
2. **Preparation for negotiation**
 - ❑ Setting an objective
 - ❑ Know what you want and what you will accept
 - ❑ Tactics
 - ❑ Strengths and weaknesses
3. **Negotiation theory**
 - ❑ Probing
 - ❑ Listening
 - ❑ Questioning techniques
4. **Communication**
 - ❑ Voice
 - ❑ Non-verbal communication
 - ❑ Thinking on your feet
5. **Winning people to your way of thinking**
 - ❑ Learning the art of persuasion
6. **Role plays**
 - ❑ The most common negotiations that a consultant will face

How to contact us:

The Recruitment Training Company

T: 1300 685 838