

Negotiation Techniques

One-Hour Workshop

Our one-hour workshops are designed to instil a specific skill by the use of theory and then being reinforced by role-plays. Many clients purchase a package of workshops and run them weekly over a period of time.

The negotiation problem

Win-win; win-loose; loose-win; the negotiation diagram

Preparation for negotiation

Setting an objective; know what you want and what you will accept; tactics; strengths and weaknesses

Negotiation theory

Probing; listening; questioning techniques

Communication

Voice; non-verbal communication; thinking on your feet

Winning people to your way of thinking

Role plays

Top ten keys