

NEGOTIATION AND INFLUENCE

Negotiating is a daily requirement for everyone. We need to negotiate with colleagues, customers, and vendors about a wide range of issues. To achieve a positive outcome, it's not good enough to just do what comes naturally. Good negotiators enter a negotiation armed with set of skills that they know how to deploy ethically and with subtlety.

This innovative hands-on seminar incorporates the latest research into human behaviour. It provides participants with the skills and insights required in real-life negotiation situations at work or at home. They will learn how to achieve successful agreements, while still maintaining harmonious relationships – and doing it all with integrity.

COURSE OBJECTIVES

At the end of this course, participants should be able to:

- ✓ make wiser decisions about when and how to negotiate
- ✓ negotiate powerful outcomes that satisfy all parties
- ✓ help the other party move from a 'no' to 'maybe' or 'yes'
- ✓ use the Harvard Four Step negotiation method
- ✓ recognize and counter common negotiation ploys
- ✓ gain acceptance of their ideas by colleagues, customers, and management
- ✓ make requests of others in a way that maximises agreement
- ✓ use the skills of influence with integrity.

KEY TOPICS

- ✓ Quiz: How influential are you?
- ✓ Understanding the win-win philosophy
- ✓ Four choices in any negotiation situation
- ✓ The Harvard Four-Step Negotiation Method
- ✓ Negotiation ploys: how to recognize and counter them
- ✓ Cialdini's 6 Principles of Influence
- ✓ The language of influence: why word choice is important
- ✓ Nudge Theory: guiding people to better choices.

LENGTH: One day.

APPROACH: Self-discovery and 'learning by doing' are the cornerstones of this program. Participants will be given multiple opportunities for skill practice. The emphasis is on useful techniques that can be applied immediately in the workplace.