

ULLIANCE HUMAN EFFECTIVENESS TRAINING

Negotiation Skills

Are your employees sufficiently prepared when they take part in negotiations? This session takes participants through the negotiation process, starting with the planning stages and through the conflicts which typically arise while staying focused on mutual benefits for all involved. Participants will emerge with a greater awareness of how to present their needs and ideas to others while using effective listening skills, so as to achieve win/win situations and build relationships for future interactions.

Defining Effective Negotiation

- Focus on reaching agreements acceptable to all involved parties
- Negotiation is not about trying to gain unfair advantages over others

Prepare

- Knowing yourself and your audience
- Identifying positions versus interests
- Determining desired actions and outcomes

Listen

- Active listening habits
- Paying attention to non-verbal messages
- Asking the best questions

Persuade

- Acknowledging areas of agreement
- Making concessions
- Deflecting distractions
- Assertive responses

Agreement

- Ending negotiations
- Finalizing the agreement
- Pitfalls to avoid

