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| Negotiation Skills   |
| Content: 1 day course  |
| <p><b>Negotiation experiences</b><br/>A delegate discussion on current skills levels, issues and needs</p>   |
| <p><b>Communication barriers in discussions</b><br/>How to identify, break down or work around communication barriers in discussions</p>   |
| <p><b>Setting the expectations and limits</b><br/>How negotiators arrive with emotional and factual pre-requisites and set out their stall &amp; how to read the players</p>             |
| <p><b>Opening scenes</b><br/>A facilitated workshop using actors to read the players and their opening positions and agendas in a negotiation</p>  |
| <p><b>Q&amp;A message planning</b><br/>Pre-session message planning – techniques for helping you stay in control and pre-plan the arguments and the lines to take</p>                    |
| <p><b>Winning the argument</b><br/>How to win the argument on strength of message and presentation</p>   |
| <p><b>Effective question handling</b><br/>A range of techniques for answering questions in meetings and negotiations</p>   |
| <p><b>Q&amp;A workshop</b><br/>A series of workshops to assess delegates' ability to answer questions and deliver their own agenda in negotiations</p>                                   |
| <p><b>Q&amp;A Masterclass</b><br/>A role play using the trainers to develop better control of handling questions with analysis of each delegate's performance and personal coaching.</p> |
| <p><b>Q&amp;A persuasion workshop</b><br/>A workshop to explore the art of persuasion in negotiation</p>   |
| <p><b>Key points roundup</b><br/>A roundup of the key learning points</p>  |