

## OBJECTIVE

Provide participants with the knowledge and skills required to engage in successful, “interests-based” negotiations.

## STRATEGY

This workshop focuses on the skills of preparation, listening, and persuasion as the core components of effective negotiation. Emphasis is placed on negotiation from interests versus positions, as well as maintaining high ethical standards during the negotiation process. This dynamic workshop includes group interaction, exercises, case studies, role-play, action planning, and helpful hints.

## PREWORK

- Completion of the Everything DiSC Sales Profile

## THE WORKSHOP WILL INCREASE THE PARTICIPANTS’ ABILITY TO:

- Develop an effective plan and strategy for most negotiations
- Recognize interests and issues and avoid unnecessary positions
- Become more persuasive
- Use techniques that draw information from the other party
- Minimize conflicts and deadlocks
- Ask and answer questions to control the negotiations
- Deflect personal, hostile or irrelevant objections by reestablishing common ground in the negotiations
- Create a list of concessions that can be “given” during the negotiation to use as bargaining tools
- Read body language, facial expressions and other signals to uncover “hidden” messages
- Neutralize manipulative tactics
- Maximize closure opportunities

Each participant will have hands-on opportunities to practice all skills and techniques.

## PARTICIPANTS RECEIVE:

- Coaching throughout the session
- Evaluation of strengths/areas for improvement
- A workbook/reference manual



# EFFECTIVE NEGOTIATION SKILLS

## LENGTH

One-day workshop.

## CLASS SIZE

Maximum class size is 16 participants.

## EXPENSES

The Training Edge, LLC will be reimbursed for all reasonable travel expenses for airline and ground transportation, hotel accommodations, meals, parking, tips and shipping of materials.