

## Influencing and Negotiation Skills

### Overview:

For most people, negotiation is a formal and deliberate act. It suggests winning and losing; trying to get the best price; striking a bargain. Typically, we picture negotiations taking place at work, often behind closed doors. In fact, we spend a great deal of our time negotiating – ‘doing deals’, if you like. Some say that every time we interact with another person we are ‘negotiating’.

Some people are constantly negotiating without realising it. Hopefully in all negotiations, justice and equity will prevail, but that may not always be the case. Simply being right is not enough – facts and logic do not win negotiations by themselves.

Often, negotiations are successfully completed because you are able to:

- State your case in an appropriate manner
- Organise your facts well
- Control the timing and pace of the talks
- Assess the other person’s needs

These are just a few of the skills and tactics you must learn in order to become a successful negotiator.

**Designed for:** This course is suitable for any employees involved in negotiating.

**Duration:** 1 day

### Content:

#### Influencing

- Influencing principles
- Influencing self assessment
- Resolution for effective influencing
- Determining the type of audience
- Possible sources of resistance
- Conflicting beliefs, attitudes or values

#### Communicating - the Key to Negotiations

- Communication skills
- Vocal and verbal
- Non-Verbal communication
- Being assertiveness

#### Case studies

#### Negotiating Skills

- Negotiation defined
- Successful negotiating
- Negotiating strategies
- Avoiding the win-lose mindset
- Psychological barriers to negotiating
- 5 – step negotiating model
- What makes a good negotiator?
- Negotiating tactics
- Characteristics of effective negotiators
- Some helpful negotiating questions
- Approaches to negotiating
- Closing a negotiation

#### Actions



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