

The High EQ Influencer – Negotiating Win-win Outcomes



LEARNING OUTCOME

Students will:

- Discover a much more empowering perspective of negotiation that inspires them to apply what they've learned to get even better outcomes for their organisation, stakeholders and themselves;
- Develop greater confidence and inspiration to build the rapport that will support the most conducive negotiations; and
- Feel equipped with tools to effectively plan and conduct negotiations in a way that ensures everyone leaves the negotiating table feeling like they have been heard and they have had a win.

AUDIENCE

Managers, project, program and change managers, sales professionals, technical specialists

COURSE CONTENT

The workshop will cover the following topics:

- ✓ How to plan for an effective outcome;
- ✓ How to identify negotiation styles and gain insights into their natural negotiating style;
- ✓ The role of empathy and how to listen actively to understand others to enable effective negotiating;
- ✓ Identify common negotiation mistakes and what limits negotiations;
- ✓ How to differentiate positions from outcomes in planning your negotiations;
- ✓ Analyse negotiation tactics;
- ✓ Identify the characteristics of effective negotiations;
- ✓ Manage negotiations;
- ✓ Practical ways to make win-win thinking work;
- ✓ 4-steps to getting to "Yes";
- ✓ How to build rapport;
- ✓ The role of empathy and how to listen actively;
- ✓ How to overcome the fear of rejection; and
- ✓ How to manage conflict during negotiations.

COMPLETION

Issue of Certificate of Completion

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COURSE STRUCTURE

1 Day

- Face-to-Face, or
- Virtual delivery