



NEGOTIATING, INFLUENCING AND PERSUADING

Being able to positively influence and negotiate effectively is needed in all organisations. Negotiation brings in business and creates successful working relationships. In this workshop delegates learn the psychology and disciplines of negotiation. In doing so they will be given skills to help them create "win-win situation" and promote effective communication. Emphasis in this workshop is placed on positive assertive influencing.

- Types of negotiation
- Preparing for negotiations
- Influencing strategies and how to use them
- Creating 'Win-win' outcomes
- Communication skills

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PREPARATION FOR
NEGOTIATIONS

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STRATEGIES

COMMUNICATION
SKILLS

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