

Negotiation Skills

Every day we come in contact with others and how we negotiate those en counters can have a profound impact on professional and personal performance.

Whenever we endeavour to influence another person through an exchange of ideas or items of material value, we are negotiating. Our daily activities involve buying and selling, resolving differences, developing work plans and staff grievances...we are negotiating.

All these issues involve negotiation and can be better managed by using practical negotiating techniques. Traditionally we consider that the rewards go to those with more power, resources and talent. Yet this is not necessarily so.

Often people negotiate highly satisfactory results from a relatively inferior position, through the application of successful negotiation skills and techniques.

Because negotiation is the use of information and power within a 'theatre' of tension, the program includes a number of negotiation exercises to increase participant skill and effectiveness.

The fact that negotiation is often about conflict resolution is not necessarily a bad thing, because if managed successfully you can solve problems that have been brought to the surface as well as create increased awareness and increase team cohesion.

The program is a highly interactive workshop, to maximise the learning. Participants are directly involved in the negotiation process and the practical skills developed are readily transferable to the participants own workplace environment.

RECOMMENDED FOR:

Anyone who needs to influence results with others, especially in conflict situations. The skills developed are valuable in the workplace in all areas.

PROGRAM OUTCOMES

At the conclusion of this program, participants will have:

- Anyone who needs to influence results with others, especially in conflict situations. The skills developed are valuable in the workplace in all areas.
- Apply a structured approach in preparing for an effective negotiation and identify the main phrases, techniques and skills needed in applying a problem solving approach to understand both parties issues.
- Manage the emotional dynamics to improve communication and create positive relationship, free from manipulation and power tactics.
- Identify the issues that may undermine your position and effectively handle objections to defuse resistance and create cooperation.

PROGRAM OPTIONS

- Workshop – Full or Half Day– Supported by workbook / manual
- Tailored Seminar / Conference Presentations also available.

Presented by Brian Greedy

Brian is one of Australia's leading professional speakers in business development.

Each year he delivers speeches, seminars and workshops for clients in all states, NZ and the UK.

He draws from over 25 years grassroots business experience in management, marketing and sales, including the development of highly successful food distribution business from start up to a multi-million dollar turnover.

An engaging and inspiring presenter with a pragmatic "how to" approach in communicating his knowledge makes him one of Australia's most sought after business speakers and trainers.

"A thoroughly worthwhile and enjoyable program. Practical, lively and realistic"

Leigh Gilbert, Clayton Utz, Sydney NSW

Read more of what others have said about Brian Greedy's programs at www.briangreedy.com

PROGRAM CONTENT

Principles of Negotiation

- Learn key ideas on the rules of negotiation and the conditions necessary for negotiation to take place. Identification of the factors that may exist that may inhibit and frustrate the negotiation process.

Process of Negotiation

- How to apply the basic steps in the negotiation process for your benefit. How to prepare effectively and establish outcomes, your most favoured position, your limit position and the likely position of the other party. Consider the emotional and motivational factors at play.

Concession planning and Tactics

- How to develop a concession plan strategy and the importance of understanding the process of concession bargaining. How to recognise tactics that may be used to enhance or reduce the bargaining arena and influence the outcomes. Why a consultative, friendly but firm approach is likely to deliver more effective outcomes.

Setting the Scene with Questioning Skills

- How to use questioning skills to open effectively and lead the discussion. This is the essential skill in the gathering of information about the emotions and issues surrounding the negotiation. Learn how to use consultative, low threat questions to get the other party to open up and disclose their view. Questions also can verify understanding to progress the discussion.

Using Interpersonal Influence Skills

- How to use assertiveness and empathy to keep the discussion on track. Application of reflective listening to clarify and verify issues. How to present your case clearly and precisely and remain calm, collected and in control when confronted with difficult situations.

Managing Objections and Defusing Resistance

- In preparing for negotiation, how to prepare for the other parties likely attitude and the position. How to analyse the issues from the other parties viewpoint to prepare a solid case to overcome objections and digressions that may take the discussion off track. How to defuse resistance, encourage cooperation and work towards win/win outcomes.

Negotiation Checklist

- A checklist of ideas and practical concepts to assist in the planning and managing the discussion to maximise influence to achieve desired results.



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