

SSBS037: Influencing & Negotiation Skills

This workshop offers an opportunity to evaluate and improve participants influencing and negotiating skills associated with both competitive and collaborative styles. Participants will focus on developing specific negotiating behaviours through exercises and individual feedback.

Duration:

1 day

Objectives:

Influencing & Negotiating is a constantly changing and dynamic process. *Success* comes in knowing the dimensions of the process and how to purposefully re-engineer it to create and claim mutual value.

Content:

- Course introduction and workshop objectives
- Influencing & negotiations as a life & organisational skill
- Planning to negotiate
- Body language
 - Reading body language
 - Personal space
 - Cultural differences
 - Using body language to convey messages
 - Using body language to create rapport
- Words and matching language
 - Guidelines
 - Matching language
 - Avoiding overload
- Active listening skills
 - Techniques for effective listening
- Representational systems
- Objectives in communication
 - Using negatives to positive effect
 - Good communicators
- Negotiating skills
 - Types of negotiation
- Stages of negotiation

- Preparation
 - Setting the Scene
 - Bargaining
 - Close
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- Ground rules for negotiation
 - Follow-through
 - Resolving conflict
 - Using questions
 - Course review & action planning for future
 - Personal action plans agreed

Process:

- Participant workbooks with underpinning knowledge and exercises
- Workshop approach
- Group discussion
- Syndicate & individual exercises
- Role plays

Outcomes/Benefits:

Upon completion of this workshop, participants will be able to:

- Define "influencing" and "negotiations" and identify factors that affect one's ability to influence others
- Identify the components of effective communication
- Describe "rapport" and the different levels at which it can be established
- Use effective influencing and negotiating techniques