



**Program Overview**

The ability to communicate and negotiate effectively with others to achieve mutually beneficial outcomes is essential in any role

This program provides you with proven tools, techniques and strategies to engage others in successful negotiation

The program will cover:

- The negotiation process
- Preparation for negotiation
- Creating a communicative context
- Exchanging information
- Bargaining & mutual understanding
- Consensus and agreement

This workshop can be delivered as a stand alone workshop, or as part of a comprehensive 3 module program which covers foundation skills, advanced skills and mastery.

**Outcomes**

This program will help you:

- Understand the basic types of negotiations and the phases required for success
- Develop confidence in applying negotiation strategies in different situations
- Manage the flow of information
- Use basic bargaining techniques
- Identify mutual gain strategies
- Reach consensus and set the terms of agreement
- Overcome difficult issues and challenging situations

**Participant Profile**

This program is a must for anyone wanting to improve their ability to manage negotiations successfully, including managers, team members, sales agents, change managers, client service managers and project managers.

**Building Upon Strengths Through Coaching**

Coaching is a powerful methodology to increase self insight, facilitate learning, and clarify ideas in order to build relationships with others.

This program offers the supplementary option of one-on-one, results focused coaching sessions to enable the participants to achieve their personal goals and objectives in attending the program.

This coaching may relate to specific negotiations.

|  |               |                   |                      |  |
|--|---------------|-------------------|----------------------|--|
|  | <b>Length</b> | <b>Group size</b> | <b>Room</b>          | <b>Includes</b>                                  |
|  | 2 days        | 1 - 8             | Optional board, cafe | Participant notes<br>Pre reading<br>Post reading |

**Channel Development: Accelerating People & Performance.**

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