



Negotiation Skills

About:

There are often major interests at stake in customer relationships and negotiation situations. Do your employees regularly come into contact with negotiating situations and do you want them to negotiate more effectively with more confidence?

In this training our learners develop skills to professionally negotiate and influence customers. They learn to use different negotiation and influencing styles to achieve an optimal win-win situation. During practice sessions participants get to practice these tactics so that they know how to use them in their work.

Results:

- Participants have more insight into their personal preference style and primary emotions.
- The negotiations are a lot more effective and learners know how to prepare and navigate through negotiations.
- Learners will also know how to protect their own interests in a flexible and convincing way.

Approach:

In this training workshop participants will work with various methods on their insight and personal awareness about negotiation. They learn different negotiation and influencing styles and develop the skills to apply them in their work. In addition, they learn to deal with purchasing tactics, manipulation and will learn to stand up for their own interests in a friendly way.

The exercises and practical assignments are customized to an individual level. The feedback from our trainers is groundbreaking and provided in a safe environment. The interactive, challenging nature of this training workshop will make it a highly valuable session to your staff.