

Key Steps to Negotiate and Influence Your Way to Success

The quality of our relationships (and results we achieve in all facets of life) is directly linked to our ability to communicate effectively, solve problems, manage conflict and influence outcomes. This interactive two-day programme is the first step to understanding and applying the principles of emotionally intelligent negotiations.

You will learn how to communicate appropriately for maximum impact, influence with integrity and create win-win outcomes. Our simple five-step negotiation plan, coupled with practical simulations, will ensure you walk away empowered to 'be the difference that makes the difference'.

Lesson outline (two-day experiential workshop)

- Understand the principles of emotionally intelligent negotiation
- Identify different approaches to negotiation
- Understand the difference between positional and collaborative negotiation
- Harness three crucial elements: time, information and leverage
- Know your BATNA and when to walk away
- Realise that no ZOPA means, no negotiation or power to influence
- Understand likely habits, pitfalls and strengths you have when influencing
- Identify your dominant communication and negotiation style
- Review personality, culture and belief systems
- Identify and harness emotions to establish a win-win

Communicate for success

- Develop non-verbal acuity
- Use language effectively and influentially
- Master the art of listening
- Overcome common barriers to listening
- Elicit high-quality info with the 'right' questions
- Build relationships - with anyone - through rapport

Key steps to negotiate a win-win

- Practice a simple and powerful five-step negotiation plan
- Explore the different strategies for face-to-face vs telephonic negotiations
- Trade powerfully for what you want and what your businesses needs
- Reduce frustration and unconscious self-sabotage that prevents you getting what you want
- Influence with integrity and enlarge the pie
- Gain tips for emotionally intelligent discussions and outcomes to, 'be the difference that makes the difference'

Date: 25 January 2018 to 26 January 2018

Time: 08:30 - 16:30

Venue: 13 Lynwood Road, Bedfordview, Johannesburg

Cost: R3,750 per person/per day (excl. VAT)