



THE INFLUENCE BUSINESS

Raise your level of influence

NEGOTIATING SKILLS (2 day)

Overview

This **two day** programme for **up to twelve participants** develops the skills of those that engage in negotiations with a wide variety of stakeholders, be it upstream or downstream, with sub contractors, clients or internally.

You will focus on both the process of effective negotiations and developing the right behaviours to achieve better agreements. It is relevant to both formal and informal negotiating, whether it is about fees, agreements or day to day workplace issues and either unilateral or multilateral.

Your people will understand the flaws in Positional negotiations and the benefits of an Integrative approach. They will understand how to prepare for the negotiation, focusing on Interests rather than short-term positions and on optimising your power relative to the other party. They will learn the power of “If...” within the context of Trading and never to give anything away without receiving something in return. And if they have little time to prepare, they will recognise the behaviours they need to adapt to get agreement from the other party.

Aim

To develop your skills and confidence to enable you to negotiate better agreements.

Outcomes

At the end of the programme you people will:

- Understand the negotiation process and learn how to negotiate effectively by not becoming too emotionally embroiled
- Understand why it is so important to focus on Interests rather than Positions
- Understand how to apply relationship building skills when striving for a Win/Win outcome
- Know what behaviours work for them and how to remain confident when under pressure
- Understand the importance of developing the right questions and responses to retain power
- Realise that understanding the situation from the other party's perspective is critically important when influencing others



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Approach

The programme starts with examining the failure of the Distributive models of negotiation compared to the power of the Integrative model when it comes to achieving consensual (Win/Win) agreements. This is followed by a negotiating exercise that exposes many of the key issues to negotiating. They will then explore the key elements of effective negotiating, namely power, the importance of a preparation framework, trading and the behaviours used by good negotiators within the context of their engagements. This content is supplemented with a number of practice conversation activities that help delegates put the content into practice. This all culminates in a negotiation around a scenario representative of your industry and which will be developed in consultation with you.



The Influence Business Ltd St James House 3 Kensington Square London W8 5HD UK

E info@TheInfluenceBusiness.com T +44 870 428 8191 M +44 7947 308274 W www.TheInfluenceBusiness.com

REGISTERED IN ENGLAND NO 5860154 REG. ADDRESS 3 DERYN COURT WHARFEDALE ROAD PENTWYN CARDIFF CF23 &HB VAT REG. NO 892 187094