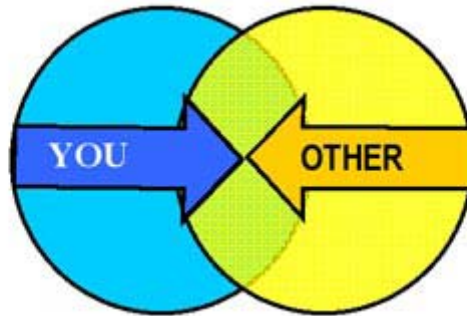


Negotiation Skills



Power = knowledge • planning • attitude • skills • batna

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1 Day: CUA Ref: # 764324

Course Overview

Increasingly, corporate success is determined by the skills of the negotiating parties. This hands-on program acknowledges the simple truth that we all need to manage agreement in our daily lives.

Negotiation Skills develops vital competencies in a wide range of negotiating skills.

Participants will be able to understand the principles and techniques of successful negotiation and apply strategies to negotiate effectively and confidently in an organisational setting.

Recommended For

Managers, team leaders, project managers, or anyone who needs to reach agreement with others on matters of importance.

Benefits

For the organisation

- Staff who can negotiate professionally; and
- An organisation where conflicts and problems are managed positively.

For individuals

- An approach to planning and performing negotiations that is easily learnt; and
- Confidence to resolve internal and external disputes.

Learning Outcomes

By the end of the program participants will have:	
<ul style="list-style-type: none"> • Discovered the principles, stages and techniques of negotiation; 	<ul style="list-style-type: none"> • Learnt how to deal with conflict and deadlocks;
<ul style="list-style-type: none"> • Analysed terms of agreement; 	<ul style="list-style-type: none"> • Experienced non-verbal communication, body language;
<ul style="list-style-type: none"> • Examined the importance of researching clients' needs; 	<ul style="list-style-type: none"> • Applied questioning techniques;
<ul style="list-style-type: none"> • Investigated negotiation strategies and tactics; 	<ul style="list-style-type: none"> • Learnt how to apply negotiation skills to reach agreement; and
<ul style="list-style-type: none"> • Understood negotiator styles and influence; 	<ul style="list-style-type: none"> • Investigated how to maintain an on-going relationship.

Training Methodology

This is a highly interactive and practical program in which participants will:	
<ul style="list-style-type: none"> Experience a variety of unique cases that will be negotiated with different people to ensure a breadth of learning; 	<ul style="list-style-type: none"> Extensive and detailed course notes will be provided; and
<ul style="list-style-type: none"> Each negotiation is video-taped, reviewed and assessed against a set of skills by each party to the negotiation; 	<ul style="list-style-type: none"> Simple and practical pocket cards will be provided, which summarise the main planning and interactive skills.
<ul style="list-style-type: none"> All learning is recorded in a Personal Learning Journal; 	

Presenter

Robert Hounsell is a highly experienced training manager who is internationally recognised and is regularly called on by companies like Barclays Bank to conduct training courses in the UK and Africa. He has consulted to many global companies and conducted training programs in Australia and 13 countries across Europe, the Middle East and Africa. Robert is Director of Training with the Applied Innovation Centre.

Duration - Dates - Venue	Fees per person (including GST)
1 day	\$324 CUA Members
Click here for dates	\$440 Individuals
St. Catherine's College 2 Park Road, Nedlands	\$330 Groups of 3 or more
Free onsite parking	Lunch, morning / afternoon tea included

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**Discover it, learn it, practise it, make it your own,
then *do it for real!***

Cancellations

No refunds will be made on cancellations received after 7 days prior to the event.

Privacy Statement

The Applied Innovation Centre respects your right to privacy and will not provide contact details of course participants to third parties.

Results through **INNOVATION**

