

## Live Webinar - Negotiation and Influencing Skills

**Course Duration:** 7 hours (3 x 90 minute sessions with delegate work between the sessions to be carried out offline)

**Maximum 12 delegates**

### About the course

This live on-line interactive webinar will focus on the skills required for effective negotiation and influencing.

The webinar will be highly interactive with delegate participation and engagement throughout. There will be three 90 minute sessions with delegate work between sessions to be carried out offline. Course duration full day 9.30am – 4.30pm.

The webinar is delivered by a Certified Online Learning Facilitator.

### Course Objectives

By the end of the course, delegates will be able to:

- Understand the principles of influencing when liaising with different groups of customers (internal and external) and individuals
- State the benefits of being able to successfully negotiate and influence people and events
- Identify the differences between submissive, aggressive and assertive behaviour
- Build rapport and improve relationships
- Deal with internal or external negotiations in an adaptive or consultative manner
- Demonstrate the effective use of communication, listening and questioning skills in support of negotiating and influencing
- Begin to use assertive behaviour and supporting techniques to deal with criticism, confrontation and anger in the workplace
- Develop influencing and negotiation strategies to resolve future work-based problems

### Course Content

- Essential Communication Skills
- Building rapport, relationships, trust and credibility
- Behavioural styles and their impact
- Different influencing styles and use of those styles in various situations
- Essential skills of negotiating & approach
  - Building rapport, gaining interest and making an impact
  - Creating the right climate and maintaining control
  - Communication ( verbal and body language) in negotiation
  - Effective use of questioning and listening skills in negotiation and eliciting information effectively
  - Getting the Win-Win
  - Closing the negotiations
- Dealing with conflict
- Skills practice

The course will be interactive throughout with group participation. There will be some offline work to be completed between webinars by the delegates.