

Negotiating & Influencing

We regularly need to be able to influence either the decisions or behaviour of others; our colleagues, stakeholders, team members or superiors. Having an increased awareness of our impact on others and better knowing what motivates other people's negotiating position is essential in being able to successfully influence and ideally find a win-win outcome.

This course will give participants the confidence and skills to ultimately persuade and influence others successfully.

What will you learn?

- ⇒ Build rapport and develop great listening and questioning skills by use of specific techniques.
- ⇒ Gain skills to deal with aggressive and passive behaviour.
- ⇒ Demonstrate confidence and assertiveness when handling challenging situations.
- ⇒ Create, develop and maintain relationships by exploring influencing theories and techniques.
- ⇒ Understand varying negotiation strategies.
- ⇒ Create a positive plan of action to take the first steps to enhancing the skills you already have.

What will you cover?

- ⇒ Practical activities using several questioning and listening techniques
- ⇒ Break down the art of building rapport by tuning into what makes other people tick
- ⇒ Understand the various styles of communication and their associated pros and cons
- ⇒ Consider your personal Circle of Influence
- ⇒ Debate the key principles of influencing and persuasion
- ⇒ Use a variety of influencing and persuasion tools in practical situations

Who is it for?

This development can be tailored for either managers or anyone else wishing to effectively negotiate and influence.

How long will it take?

One day