

Negotiation & Influencing Skills

A 3-day programme, focusing on the skills needed to negotiate and influence effectively across a range of scenarios, both internal to your organisation and in client-facing situations.

Everything is negotiable, but why don't we feel comfortable negotiating? What tools, tips and techniques can we use to get the best deal for our organisations – or for ourselves – in every situation? This programme will take participants through the theory of negotiation and influence, provide resources and materials designed specifically to improve negotiating and influencing skills, and provide opportunities for practising and refining their approach to negotiation, to enhance personal and organisational outcomes.

This learning and the follow-up coaching are essential for anyone who wants to increase their ability to influence and to negotiate more effectively.

As with all our development, the return on investment significantly increases when it is supported by coaching. The programme, therefore, includes a 1:1 coaching session for all participants, within a 4-week period following the learning. A minimum of 3 months coaching after the completion of the programme is also recommended, both to embed the learning and ensure lasting improvements are achieved.

Programme topics will include:

- What is negotiation and when to use it
- Using emotional intelligence
- Understanding your preferred negotiating style
- From Lose-Lose to Win-Win and everything in-between
- Different approaches to negotiation
- Understanding the power in a negotiation
- How to negotiate effectively – theory and practice e.g.
 - The life-cycle of the negotiation process
 - Being prepared – gathering information, who's the expert?
 - Know your limits, targets and opening gambit
 - Objection handling
 - Deploying concessions
 - The importance of differential value
 - Securing commitment and buy-in
 - When and how to close a deal
- Team negotiation
- Negotiation practice and guided feedback

Pre-reading will be provided so delegates can make the most of their time on the course and a handbook containing slides, in-depth notes and practical resources is also included.



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