

EDI National Award in Negotiating Skills Level 3

Introduction

This workshop focuses on the ability to plan and prepare adequately before entering a negotiating situation and to utilise the interpersonal skills required to achieve a successful outcome.

Workshop objectives

By the end of this workshop those attending will have an understanding of:

- The criteria involved in planning for negotiation
- A process model for negotiation
- How to analyse the importance of positive behaviour in negotiation

Workshop content

- What is negotiation?
- Factors to be considered in negotiation
- The three elements of negotiation
- Setting objectives
- Types of questions
- Assessing relative positions
- The process model
- Tactics in negotiation
- Telephone negotiation
- Stages in negotiation
- Non-verbal communication
- Characteristics of negotiation
- Mapping behaviour types
- The ideal negotiator
- Negotiating with difficult people

Workshop attendees

This workshop is for managers or professionals with a responsibility for negotiation.

Workshop duration

This workshop is of 2-days duration

Workshop fee

£287 per person includes course manual

For more information contact us at info@the-complete-training-company.co.uk

The Complete Training Company
18 Marigold Walk, Widmer End Bucks HP15 6BZ
Tel: 01494 718970 Email info@the-complete-training-company.co.uk