

# program outline



## Negotiation

### Content:

- Defining and understanding different negotiation styles
- Adapting negotiation styles and strategies to specific situations
- Planning and achieving the desired outcome
- Overcoming objections
- Talking benefits not features
- Tips and tactics for effective negotiations

### Outcomes:

- Have a greater understanding of their own negotiation style and how to identify others to gain better results
- Be more effective when negotiating as a result of increased confidence in own negotiation style and skills
- Be able to establish what is the appropriate approach to specific negotiation situations by conducting effective stakeholder analysis
- Achieve the desired outcomes while maintaining the relationship and without devaluing their position
- Have the ability to plan and prepare for strategic negotiations by using a core framework
- Communicate their stand point more effectively through adequate positioning
- Deal with people they find difficult
- Know how to identify and use tactics and techniques for simple and complex negotiations as well as for internal and external negotiations
- Be able to maintain more positive inter and intra team relationships by dealing with conflict more effectively.

We customise and tailor to your specific requirements. For more information please call us on 9844 2999 or e-mail [talkforce@talkforce.com.au](mailto:talkforce@talkforce.com.au).