



## **“NEGOTIATION SKILLS” (4 HOURS)**

**Audience:** Designed for proprietors, managers, supervisors and team leaders.  
Recommended Minimum: 6, Maximum: 20.

**Venue:** Preferably in an external training venue.

**“Negotiation Skills”** is a powerful and comprehensive program that provides loads of knowledge and skills for use in the important art of negotiation. It includes both the fundamentals of effective negotiation as well as some of the latest in communication technologies applicable to this vital business skill.

Topics include:

- **The Skill of Negotiation**
- **Win-Win or Win-Lose**
- **Integrative Negotiating Strategies**
- **The ‘Scarcity’ Ploy or Strategy**
- **Preparation and Planning**
- **Detach From Our Emotions**
- **Presuppositions**
- **Rapport**
- **Predicates**
- **Reframing**
- **Questioning for Effect**
- **Chunking Up or Down and**
- **Eight Point Model for Negotiation**

Participation in this module as a ‘one-off’ is a very valuable learning experience that is significantly enhanced if participants are able to complete the whole Leadership and Management Program Series. This series is run in capital cities and various regions for proprietors, managers and senior staff.