

NEGOTIATION SKILLS FOR PROFESSIONALS COURSE OUTLINE



DYNAMIC TRAINING BY THINK LEARN SUCCEED

Training to inspire positive deviance

Course overview

Negotiation is the art of creating an agreement, even when people have widely differing needs. Build your negotiation know-how in this interactive, one day course. Learn to structure a negotiation, so you can work systematically towards getting a good deal. Discover how framing and anchoring techniques can boost your effectiveness as a negotiator. Hear how to build win-win deals, even when dealing with difficult people. Get tips on handling objections and moving the conversation beyond 'no' without sounding pushy. Try out a range of negotiation tools, so you feel comfortable using them in real life situations.

What you'll learn in this course

By the end of this course, you should be able to achieve these results.

- Choose whether to take a 'hard' or 'collaborative' approach to a negotiation
 - Plan and prepare your approach – so you know what to say and when to say it
 - Open, frame and drive a deal-making conversation
 - Ask needs-focused questions
 - Manage the exchange of information during a negotiation
 - Develop win-win options with your negotiation counterpart
 - Handle difficult behaviours, objections and diversionary tactics, so you can get to 'yes' more often
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Topics you'll cover

- Introduction to negotiation
- Planning your negotiation
- Exploring needs and concerns
- Creating win-win options and concessions
- Handling the people side of negotiation

Meet your facilitator

Eleanor Shakiba is a positive psychology trainer and success coach. Her training style is dynamic and bold, with a dash of quirky humour. She believes that interaction, activity and experimentation promote learning. That's why she uses experiential training techniques instead of 'chalk and talk' lectures.

In her early career, Eleanor ran an educational theatre company. In the mid 1990s, Eleanor discovered her passion for facilitation and adult education. She worked for ten years as a trainer and facilitator at the University of Sydney. In 2006, she founded Think Learn Succeed – a business which delivers training courses and coaching. Eleanor loves working with 'positive deviants'. These are people who differ from the norm in constructive ways. Eleanor works with positive deviants to create vibrant business cultures and peak performance.

Eleanor is qualified in Social Anthropology, Adult Education, Counselling and Positive Psychology. She delights in helping professionals learn skills for success in the real world, using interactive learning techniques. Her students describe Eleanor as 'a lively and enthusiastic presenter who can keep you engaged for hours.'

Creativity is Eleanor's signature strength. She loves using it to write books, video scripts and online training programs. Eleanor is the author of *Difficult People Made Easy* and is currently writing her second book, *6 Habits of Savvy Female Negotiators*. She has also created over 120 training programs and a range of online learning courses.





BOOK THIS COURSE FOR YOUR TEAM

CALL ELEANOR ON 0433 126 841

ADMIN@THINKLEARNSUCCEED.COM.AU