

Effective Negotiation, Persuasion & Critical Thinking

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Transforming
Business *for Good*



Why Choose this Training Course?

This highly popular training course considers the importance of planning strategically for any negotiation and developing relationships through the application of influence and persuasion. Delegates will work on critical thinking processes to enable them to make better planning decisions in order to achieve success when negotiating alliances.

This training course will equip delegates with an essential framework for effective negotiation starting with the planning process and understanding why it is essential to consider the critical points in building and maintaining relationships. Delegates will have the opportunity to exercise and improve their influencing and persuasion skills and build higher-level communication ability in order to deliver results and maintain alliances for the mutual benefit of the parties involved.

This training course will feature:

- Applying critical thinking when planning a strategy for negotiation
- Defining the stages within a negotiation process
- Understanding the key issues in forming and maintaining alliances
- Discussing how to defend yourself from aggressive tactics and ploys in negotiation
- Developing higher level communication skills for influencing others
- Applying more influence when negotiating through practical exercises

What are the Goals?

By the end of this training course, participants will be able to:

- Describe a framework for the analysis of business alliances
- Understand how to apply influencing skills during the negotiation phase
- Recognise and manage difficult negotiators who use aggressive tactics during negotiation
- Understand the key principles of persuasion and its importance to negotiation

Who is this Training Course for?

This training course is suitable to a wide range of professionals but will greatly benefit:

- Personnel from a wide range of business disciplines
- Delegates wishing to develop negotiation skills in alliance building
- Delegates who regularly work with external suppliers or customers
- Departmental Heads requiring to form interdepartmental alliances to achieve results



Course content

Course Outline

Day One: Situational Negotiating Strategies

Negotiation purpose: Common terms and best practice
Developing mutually acceptable solutions through value claiming
Adapting strategies to situations when building alliances
Personality - strengths & weaknesses in negotiations
Opening communication channels to maintain relationships
Applying Interests and Positions for strategic advantage

Day Two: Applied Negotiation Skills

How to reach @win-win@n negotiation
The keys to collaborative bargaining in partnering
Leverage: What it is and how to use it?
Negotiation tactics and plays
Dealing with difficult negotiators and barriers
Ethics in negotiation

Day Three: Persuasion & Influence Skills for Negotiators

Challenges of meetings ± group and individual strategies
Positive persuasion in challenging situations
Applying rules of influential presentations to maximize impact
Maintaining compatible body language & using logic, credibility and passion
Dispute resolution and mediating for better outcomes
Mediation techniques - practical exercise

Day Four: Higher Level Negotiation Skills for Challenging Situations

Identifying and responding to signals and informal information
Recovering from reversals, errors and challenges
Developing a climate of trust
Higher level conversation techniques
Face to face negotiations; appreciating different cultures
Practical Negotiation exercise and feedback

Day Five: Critical Thinking and Decision Making for Negotiators

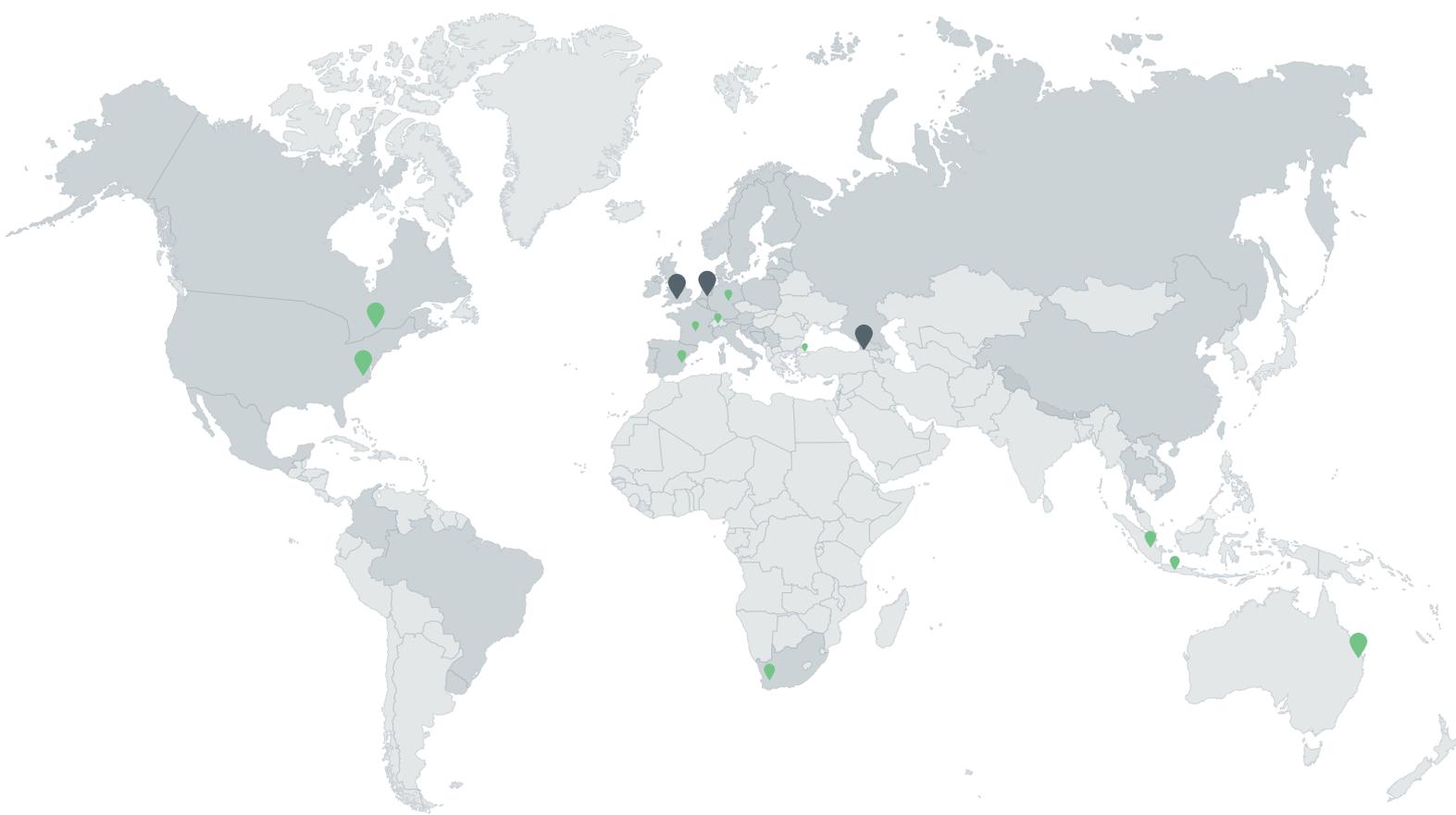
Gaining control and using information ± formal and informal
Thinking patterns, frameworks and tools for negotiators
Identifying sources and testing assumptions
Framing the problem
Decision making under pressure
Reviewing strategic alliances and building personal action

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