

Negotiation skills

Negotiating is part of everyday life, not only at work. This course will show you what strategies of negotiation exist and you will learn skills necessary to negotiate better conditions. You are going to develop communication skills required for successful negotiation and learn how to apply the gained knowledge in practice.

Goals of the programme

- Improve the conditions negotiated with your customer when arranging contracts and terms and conditions of cooperation
- Gain knowledge and skills needed in different phases of the negotiating process
- Develop communication skills needed when dealing with difficult situations
- Learn to interpret and use various negotiating strategies and methods

Participants in the course

- Sales representatives
- Managers
- Sales support staff

Duration of the course

- 2 x 2 days

Why to take part in this course?

- Right after completing the course, you will notice a visible change in negotiating skills and negotiated conditions
- Reduced number of conflicts and a good ability of solving them in a constructive way
- To increase the profitability of working with customers (internal/external)
- The training is based on video feedback, on interactive training and challenging yet interesting situations
- It is part of advanced development for most positions in selling organisations

Organisation and structure of the programme

Structure of the programme

1st part

- Introduction to negotiation
- Phases of negotiating
- Getting prepared for negotiating
- Getting prepared for negotiating
- Individual implementation plan

2nd part

- Presenting skills from implementation of the 1st part into practice
- Negotiating financial conditions
- Communication and challenging negotiation situations
- Team negotiation
- Negotiating with top managers
- Individual implementation plan

Organisation of the programme

Name	Date	Place
Negotiation skills 1st part	March 7 – 8 2017	Academy Velké Bílovice
Negotiation skills 2nd part	June 13– 14 2017	Academy Velké Bílovice
Negotiation skills 1st part	October 10 – 11 2017	Academy Velké Bílovice
Negotiation skills 2nd part	December 5 – 6 2017	Academy Velké Bílovice