# **The Complete Negotiator**

*“Learn how to improve your ability to influence, persuade and reach agreement.”*

**Why you should attend this training course**

This course will help you to improve your self-confidence and understand to when negotiate well.

* Proven skills and techniques for influencing, persuading, and negotiating others.
* Increased confidence and clarity when explaining your ideas and proposals
* How to stay focused on key objectives in challenging conversations

### **Key learning points include:**

* A structured and proven approach to influencing others.
* Persuasion skills to better present your ideas and plans.
* Enhanced and easier conversations, presentations, and proposals.
* Advanced questioning skills and techniques, for building your case.
* Proven ways to overcome and reduce objections and push-back.
* Techniques and skills for improved negotiation and closing

### **How you will benefit**

The course is ideal if you are looking to learn, refresh and extend their negotiation skills and knowledge of influence and persuasion.

### **About the trainer and course format**

This course will be delivered by an experienced trainer with a real expertise and knowledge in all the subject area. The course will be informal, engaging and include many practical activities.

*Live online half-day training course: £95 plus VAT per person. £195 per person for one-day classroom workshop, minimum three participants, plus travel costs.*

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**Course outline**

* Two 90-minute modules live online or one day onsite workshop
* Experienced trainer with in-depth subject matter expertise.
* PDF manual for reference.

**Influence and persuasion core skills**

* Setting SMART goals linked to your personal aspirations
* Identifying objectives, currencies, positions, and common ground
* Robert Cialdini’s ‘The Psychology of Persuasion’ and behavioural building blocks

**Tactics to reach agreement and present your ideas well**

* Use social styles to positively impact your personal influencing situations
* The difference between push and pull in your communication style
* Explain the four processes for successful influence and persuasion
* Achieving a BATNA – a range of skills and techniques you can use

**Persuading through involvement**

* Higher-level questioning techniques to investigate and solve problems
* Listening to lead – active listening and structuring your conversation
* Repeating, paraphrasing, and reflecting and reframing
* Verbal and non-verbal techniques

**Learning summary**

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