

Influencing & negotiating skills



At work, we frequently need to influence the behaviour and decision-making of peers, reports and superiors as well as take part in more formal negotiations. Whether upwards or sideways within your own organisation, or with external clients or suppliers, there will be times when you want people to see things from your point of view.

Becoming more aware of the impact you have on others as well as understanding what drives your counterpart's opinion and position is vital in order to become proficient in influencing and negotiating.

Locations, Dates & Fees

London

13 April & 14 September

Individual Fee: £450 per delegate

Group Booking: £405 per delegate

All sessions are from 10am - 5pm
with one hour for lunch

Lunch & refreshments included

Please note that local taxes may apply

Benefits

This programme will provide you with:

- A more positive and confident approach to influencing and negotiating
- An awareness of different negotiating styles and how to respond to them
- More personal impact when communicating internally and externally
- Greater awareness of your current influencing style and techniques for more effective ways of influencing

Who should attend

Anyone who:

- Needs to build relationships and influence others within or outside your organisation
- Has a role which requires you to influence rather than manage
- Takes part in or leads price or other types of formal negotiations
- Manages potentially difficult relationships with clients and other external contacts

Programme content

- Identifying your existing style influencing styles and preferences
- Choosing a communication style and approach that works
- How to expand your sphere of influence
- Pre-negotiation preparation, setting objectives, win-win and fall back positions
- The negotiation cycle
- Understanding the 'other side': their perceptions and expectations
- Developing your emotional intelligence
- The role of non-verbal communication

Related Courses

Interpersonal Effectiveness