

## **Communication, Influencing and Negotiation** **Skills**

### ***One on One (1/2 Day), Small or Large Groups (1/2 to 1 day)***

*A session for busy professionals who need improve their communication skills in order to negotiate successful outcomes*

In today's competitive workplace the ability to communicate clearly and persuasively provides our greatest opportunity for success, but it is also one of our biggest challenges. To master the art of persuasion you must be able to build rapport, think on your feet and communicate well even when under pressure.

#### **OVERVIEW**

**This session is made up of the following elements:**

##### **Effective Communication**

First impressions

Body language

Checking for understanding

Cultural differences

Being assertive

Building rapport

Questioning and listening

DISC model of personality types

Difficult people and situations

##### **Influencing Skills**

Building credibility

Influencing Techniques through Planning and Structure

##### **Negotiating Skills**

What is negotiating?

7 elements of effective negotiating

Different negotiating styles

Strategy and tactics

Looking for Win: Win

Gaining agreement

Separating the people from the problem

The negotiation process

Arguing with a purpose

The after agreement commitment

Overcoming deadlocks

#### **COURSE METHOD**

Our trainers use a range of training methods with a strong focus on incorporating different learning techniques to ensure the success of each training event. Our training is highly interactive. Small class sizes allow for maximum learning. Personal coaching is available.

**SCHEDULE – Communication, Influencing & Negotiating Skills**

<b>9:00am</b>	<b>WELCOME AND ICEBREAKER</b>
<b>9.15am</b>	Effective Communication First impressions Building rapport Body language Questioning and listening Building credibility
<b>10:30am</b>	<i>Morning Tea (15 Minutes)</i>
<b>10.45am</b>	Checking for understanding DISC model of personality types Cultural differences Difficult people and situations Being assertive
<b>12.30pm</b>	<i>Lunch (30 minutes)</i>
<b>1.15pm</b>	Influencing Techniques Through Planning & Structure What is negotiating? Separating the people from the problem 7 elements of effective negotiating The negotiation process Different negotiating styles
<b>3:00pm</b>	<i>Afternoon Tea (15 Minutes)</i>
<b>3.15pm</b>	Arguing with a purpose Strategy and tactics The after agreement commitment Looking for Win: Win Overcoming deadlocks Gaining agreement
<b>4.30pm</b>	<b>How to implement what we have learned / Feedback / Close</b>
<b>5:00pm</b>	<b>Finish</b>

## Enrolment Form – Communication, Influencing and Negotiation Skills

ABN 34 073 999 185

Send this form to Acorn: Fax (02) 6162 2077 or e-mail to [bookings@acorntraining.com.au](mailto:bookings@acorntraining.com.au)

We will ring you to organise a time to run the session.

Attendee's name	Email address	Phone Number
1.		
2.		
3.		
4.		
<b>Organisation</b>		
<b>Branch/Division</b>		
<b>Address</b>		
<b>Phone #</b>		
<b>Fax #</b>		

### Payment Details

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Single attendee: \$595

Second and subsequent attendee: \$395

For larger groups please call for a quote

**1. Credit Card** (Amex, Diners, Visa, MasterCard)

Name \_\_\_\_\_ Card No \_\_\_\_\_

Expiry date \_\_\_\_\_

**2. Invoice**

Signed off by \_\_\_\_\_ Name \_\_\_\_\_

Email invoice to: \_\_\_\_\_

Terms: Payment is due on or before the day of the session.