

## Negotiation and Influencing Training Program

### Summary

In this half day or full day workshop participants will enjoy a fun and interactive program and will be given an opportunity to learn the theoretical frameworks and practical, principles skills and strategies necessary for effective negotiation and influencing. Throughout the workshop each principal skill and strategy will be demonstrated to the participants by the facilitator. Participants will then be asked to discuss the information provided to demonstrate they hold a strong understanding of negotiation and influencing. Examples and case studies will be utilised as to further strengthen each participant's understanding of management. The facilitator will encourage discussion and require participants to demonstrate their understanding of conflict management low, medium and high-pressure situations. Participants will be shown the science behind negotiation and influence, so they can readily understand how to negotiate and influence effectively and confidently.

### Science

All our programs are based on scientific research into the performance of people in organizations. We particularly draw on Neuroscience, Relationship Psychology, Social Science, Behavioural Science and Organizational Psychology. In this particular case we will be looking the neuroscience and social sciences and relationship psychology behind conflict management.

### Details

#### What participants will learn:

Participants will learn the most relevant practical frameworks, principles, skills and strategies of effective negotiation and influence in the work place. They will be provided with an understanding of the science particularly the neuro and behavioural science and relationship psychology behind effective negotiation and influencing. Participants will also be given an opportunity to their negotiation and influencing skills by understanding a range of theoretical models and frameworks.

### Frameworks

- Negotiation and Influencing with Empathy,
- Understanding what negotiation is and how to achieve it successfully.
- How to engender trust and confidence to reduce conflict and opposition during negotiations.
- The values of effective negotiation and influence
- How to maintain focus and containing scope
- How to drive consensus through advanced negotiation and influencing processes.

# WellBeing GROW

## Principles

- What influence and negotiation are
- The importance of maintaining focus and containing scope
- The critical nature of mutual regard in negotiation and influence
- The importance of suspending judgement and expectation in highly effective negotiation
- Negotiation and influencing from a mutually beneficial position.
- Driving the process and closing the deal
- Understanding Mutual Positive Regard
- The importance of the reasonable persons position in negotiation

## Skills

- Listening and engaging
- Establishing rapport
- Cutting through the detail and getting to the heart
- Understanding needs, wants, fears and concerns in negotiation
- How to identify and work with obstacles, objections, distractions and deflections in negotiation
- How to maintain confidence, clarity and composure in complex negotiation

## Strategies

- Planning for negotiation
- Establishing highly effective pre-negotiation, and post-negotiation skills to maximize success
- How to keep negotiations on track
- Handling distractions and side tracks effectively
- Driving the consensus

## Practical examples

We work through cases and examples with participants to give them a strong understanding of conflict resolution.

## Demonstration of understanding and skills

All skills will be demonstrated by the facilitator in order to give participants an accurate and effective understanding all each principal skill and strategy.

**Duration:** 4 or 8 hours

**Where:** At the client's location

## How: Format

- Informal Lecture or round table open group discussion format.
- Use of Video, White Board, Question and Answer Quizzes
- Experiential Learning
- Examples and Case Studies

## Exercises

All participants will be given the opportunity to observe each aspect of the subject matter demonstrated by the facilitator. Participants will be asked to explain their understanding of the subject. They will also be asked to demonstrate through role-play their newly acquired skills. Finally their learning experience will be supported by quizzes and question & answer worksheets.

## Feel

- Fun informal and interactive
- Experiential Learning

## Materials

- Work Sheets
- Work Books
- Questionnaires
- Quizzes
- Surveys