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## Seven Strategies of Master Negotiators Training Seminar

### Who Should Attend:

The **Seven Strategies of Master Negotiators** seminar is geared towards managers, supervisors, trainers and customer service personnel.

### Objectives:

The overall objective of this training programme is to improve the competencies and skills of the staff in the area of negotiation. The Seven Strategies of Master Negotiators course will:

- Make sure that you are well prepared for your negotiations
- Build confidence and reassurance
- Give you a better perspective by clarifying your thinking
- Help you prioritize your goals, options and other critical aspects of the negotiation
- Help you be more objective
- Help you to observe and improve on every aspect of the negotiating process from initial contact to closing
- Eliminate rash decisions
- Keep you focused
- Help you to look at your and the other party's interests, options, trade offs and concessions
- Enhance your opening statement
- Help you look at the negotiation holistically
- Help you to identify your preferred negotiating style and have more confidence in when to use it and when not to use it
- Know how to get genuine commitment by setting mutually beneficial goals

## **Content:**

### **Day 1**

- Introduction to Negotiating and Influencing
- Research on Negotiating and Influencing Style
- The Negotiation process
- The Power of Preparation
- Summary of Day's Activities

### **Day 2**

- Group Presentations
- Case Study
  - Participants' Coaching in small groups
  - Review of team strategies and selection of best practices
- Films and Role Plays
- Conclusion