



Join the Dots

Recruiting & developing **extraordinary** people

Negotiation Tactics

Objectives

To enable team members and managers to feel comfortable in engaging all negotiation processes.

What is it about and what will it do?

Using interactive DVD and role play learning this programme will enhance the ability to negotiate all issues on a win: win basis.

Who is it for?

New and existing team leaders / managers, and team members who want to develop excellence in managing, coaching and developing their teams.

Outline content

- Introduction and objectives
- Fundamentals of negotiating
- What kind of negotiator am I
- Preparing to negotiate
- Tying the knot
- The see-saw of negotiation
- When things go wrong...
- Positive actions
- Summary and having a planning approach
- Ensuring agreements and company practice are followed consistently
- What are the impacts on the business of not following through?
- Personal action planning and evaluation throughout



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