

# Never Say No: The Art Of Negotiation

## What's in it for you?

The extent of which we can persuade others to listen to our ideas, take notice of and act on our decisions is often dependent on our ability to influence a wide range of people in the business. This course will help participants develop powerful techniques to ensure ideas are put across in a dynamic and winning way in both formal and informal negotiating situations.

## What you will get out of it

By attending the course you will:

- Understand and apply the principles of effective influencing and negotiating.
- Acquire and practise a range of skills and techniques to improve their ability to influence and negotiate with others, both formally and informally.
- Be able to apply these skills to a specific situation in the workplace.

## Key Themes

- What is influencing? The difference between influencing and negotiating. The skills and qualities of an effective influencer/negotiator.
- What do others want? Identifying others' values and beliefs. Identifying different negotiating positions.
- Techniques of participants recognising others' styles and adapting theirs. Working in others' circle of influence. The importance of a 'pull' rather than 'push' style of influence.
- Handling resistance and conflict. Having a range of options to deal with resistance. Developing understanding and creating choices. Creating alliances.

## What's Involved

Short tutor inputs will be used to supplement the carefully designed participative activities which will give you confidence to try new approaches to 'getting to yes'. You will have the opportunity to practise the skills for effective influencing/negotiating in case studies and role plays, and receive structured and useful feedback on your style from tutors and colleagues.

**“He knew the precise psychological moment when to say nothing”** OSCAR WILDE