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Trace Training Negotiation

Becoming masterful at the art of negotiation

Learning how to influence and persuade others is one of the most valuable skills your team can possess. It is essential in all roles.

In this workshop we will discover how to apply practical tools for reaching agreement.

Participants will develop skills in analysing and structuring negotiations and gain a deeper awareness of their personal negotiation power.

Module 1: Foundations of negotiation and creating win/win results

This module will teach your staff to use negotiation expertise to reach decisions and agreements that achieve harmonious win/win results for all involved.

- Understand negotiation as a central management tool
- Practise how to facilitate decisions and agreements that achieve win/win results for all parties involved
- Examine existing skills in a low risk situation and discover people's own unhelpful negotiation strategies and learn how to overcome them
- Learn new strategies and tactics for negotiation
- Control workplace stress
- Recognise negative emotions and change them to positive
- Stop situations leading to conflict
- Develop a style of negotiation that is sincere and effective
- Understand the value of planning and preparation to achieve win/win results

Module 2: Influencing and Persuading

To be an expert negotiator, people need self awareness so they can negotiate with a sense of confidence, built on strong capabilities. In the second module we will:

- Achieve practical solutions and positive approaches to influencing others
- Know how to seek cooperation in the workplace
- Learn to communicate confidently and remain assertive, even under pressure
- Help solve workplace problems
- Learn how to present new ideas to secure "buy in" from others

cont.

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Conflict Management

Conflict, handled poorly, is costly. It wastes time and money and it destroys relationships. Good staff do not stay in workplaces where there is conflict. Conflict, handled well, results in personal and professional growth. It helps resolve problems and builds productive working relationships. As disagreement is a part of life, it is important to have the skills to disagree effectively. This valuable workshop will teach:

- How to deal with disagreement
- Root causes of conflict at work
- What causes conflict to escalate?
- Defensiveness and its destructiveness
- Effects of the stress emotions on your thinking and behaviour
- Three stages of conflict and how to recognise the signs
- How to face an angry person
- Understanding of different styles of behaviour in conflict
- Practical plans and strategies to manage conflict
- The most important conflict management tool

Your staff will stay in a healthy, positive work environment

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