

## NEGOTIATING WIN/WIN SOLUTIONS

INFLUENCING POSITIVE OUTCOMES AND MAINTAINING RELATIONSHIPS

**Who for?:** Suitable for all people who have a need to negotiate and influence positive outcomes. Suited to anyone who wants to extend their current skills.

**Purpose:** To learn and practise influencing and negotiation skills that create win/win solutions and maintain and further develop long-term relationships.

**Outcomes:** Using project based learning this 'hands on' medium will develop skills to:

- Build rapport and build trust through pacing, matching and mirroring
- Lead and influence from a position of trust
- Develop active listening and powerful questioning techniques
- Understand other people's 'Logic bubbles' and look for overlap
- Understand your own strengths and weaknesses when negotiating
- Recognise when to use 'Push' and when to use 'Pull' strategies to influence others
- Be clear and realistic about what you want from any meeting
- Plan negotiations and meetings effectively
- Discover what is really important to the other party in the negotiation
- Handle impasses, conflict and deadlocks, and achieve a positive outcome.
- Review outcomes and learn for next time.
- Build personal confidence in your ability to influence others

The programme focuses on useable skills that enable better planning, better relationships and the prospect of becoming more persuasive and influential in your dealings with other people.