

Negotiation Skills:

Getting to the Best "Yes" Together

ChangeWorks
Inc.



This Negotiation Skills workshop will help you to consistently reach superior agreements with your customers and clients. You will learn to get your interests met in any negotiation. You will also learn to help others meet their interests and to strengthen the long-term relationship.

Participants learn to:

- ❖ Separate the people from the problem
- ❖ Make a human connection
- ❖ Level the "playing field"
- ❖ Focus on interests, not positions
- ❖ Invent creative options for mutual benefit
- ❖ Evaluate the criteria they use for decision making
- ❖ Use influence and persuasion, not coercion
- ❖ Apply objective standards when appropriate
- ❖ Avoid barriers to communication
- ❖ Strengthen customer relationships
- ❖ Learn the ABCD's - "Always Consult Before Deciding"
- ❖ Improve their listening skills
- ❖ Deal with "Hard Cases" (dirty tricks and difficult people)

This highly interactive workshop uses concept briefings, small group discussions and presentations, role play and case practices, and real issue applications to learn, practice, and apply the competencies critical for effective negotiations. Participants leave the workshop with an Action Plan for the continued development of their negotiation skills.

This workshop is offered in several formats.



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