

NEGOTIATION SKILLS FOR BETTER RESULT

DATE: 22-23 July / 7-8 November 2024
12-13 March 2025
FEE: RM 1,250

DURATION: 2 Days
HRD CORP SCHEME:
HRD Corp Claimable Courses

PROGRAM OVERVIEW

In a challenging economy where negotiation skills are practiced by most managers, be it face-to-face or over telephone, either with external organizations or internally with colleagues.

How do you negotiate to get what you want without losing too much of what you have?

Beyond the world of buying and selling, managers use negotiation skills for a variety of reasons; project deadlines, human resource allocations, service delivery specifications, improved support, or increased budget allocation.

Some people sell themselves more effectively than others because they equipped themselves with the art of negotiation and applied a set of Mindset that generate a positive attitude which leads to successful negotiations

This 2-day programme is aimed at sharpening people's skills in Influencing Power necessary to achieve a winning outcome in Negotiation. Emphasis will be placed on the influence skills using NLP (Neuro-Linguistic Programming) principles and techniques which anyone can learn and developed a powerful negotiation skill.

LEARNING OUTCOMES

Upon completion of this program, participants will be able to:

- Develop an understanding of reframe & Powerful Communications in negotiations
- Effectively Built Rapport with your clients
- Explore the inner factor that influence the negotiations
- Understand how others process information and their thought preferences that support your clients buying strategies
- Apply techniques of NLP, non-verbal communication to influence Prospect in negotiations.
- Use Effective and advanced questioning techniques and discover hidden buying pattern
- The Use of Language to Gain Influence, and lead to a cooperation in negotiation.
- Develop your own successful negotiation style with key behavioral elements
- Employ different tactics in situational negotiations

METHODOLOGY

- In this Experiential program, we adopt a coaching and facilitative approach through interactive workshops, self-assessments, group activities and simulations, It is very important to engage the participants in reviewing their own outcome and so the activities are designed to illustrate key issues that the participants is facing in Negotiation

WHO SHOULD ATTEND

- Mid/Senior Level Manager
- First Level Manager
- Executive/Supervisory

FACILITATOR

Yvonne Tong

Yvonne is a Professional Master Leadership Trainer who comes with 15 years' experience in the corporate world, out of which, 10 years has been spent on coaching and training on Retail Leadership Skills, Customer Experience Management, Communication & Interpersonal Skills and Coaching & Mentoring Skills. Yvonne created wildly successful Customer Experience Campaigns, and improved Mystery Shopper Audit which increased results by an average of 2% yearly. Likewise, her Retail Selling Skill for Top 40 consultants by increasing confidence levels, paired with personal sales coaching saw 95% of these sales consultants achieved 100% target. This can be attributed to her not only focusing on the image of these retail consultants, but also on their mindsets.

PROGRAM CONTENT

Module 1

Overview of Negotiation

- Context setting
- Definition of negotiation
- The fundamentals of negotiation
- Negotiation checklist

Module 2

Self-Limiting Belief

- Explore Your Belief & Attitude in negotiating
- Explore Possibilities of getting what you want?

Module 3

Become More Effective in Negotiating

- The importance of effective Negotiation Skills
- Determine your styles in negotiation

Module 4

Brief Introduction of NLP

- The study of human excellence
- NLP thinking & communication Model

Module 5

Successful Communication in Negotiation

- Communication
- Physiology, Tonality and Words
- Building credibility
- The 4 Communication Quadrants
- Identifying your personal style of communicating

Module 6

Probe and Question with Precision

- Identify The Needs
- assess positions and determine values
- Questions that clarify client means
- Active Listening Skills

Module 7

Building Rapport

- Strategies in building Rapport
- Communicate with greater influence
- Recognise and speak other's language
- Read and respond to eye accessing cues.

Module 8

A Win-Win Negotiation

- Developing your style towards effective relationship building
- Perception
- Discover a win-win characteristic

Module 9

Steps In Success Negotiating

- The Negotiation Steps
- Apply Embed Commands
- Suggestive Language Pattern
- Reframe words to your advantage

Module 10

Challenging Negotiation

- Out Frame & Reframe
- The Answer Is In The Questions
- Identify The Buying Strategy
- The Emotional Factor
- Conversational Change Techniques



PROGRAM SCHEDULE

Day 1

9:00am - 10:30am	:	Module 1
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 2 & 3
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 4
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 5
		End of Day 1

Day 2

9:00am - 10:30am	:	Module 6
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 7 & 8
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 9
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 10
		End of the program

