
influencing and Negotiation

PROGRAM OVERVIEW:

This course is for people who want to develop skills to be a better influencer and negotiator.

The ability to influence people, teams, customers and any stakeholder is essential for almost every job role.

Whether you are a senior or front-line leader, an individual contributor technical expert or consultant, understanding how to influence to outcomes while maintaining relationships enables successful negotiating of key outcomes, strategies, and change.

KEY LEARNING OUTCOMES:

By completing this course, you will learn how to:

- Communicate through verbal and non-verbal channels
- Use key skills, including active listening and perspective-taking
- Establish trust, rapport and credibility to negotiate win-win outcomes
- Apply principles of influence and negotiation to expand their sphere of influence.
- Structure negotiation conversations for optimal influencing and persuasion
- Use information effectively in negotiation and influencing
- Adapt ways to influence different communication and negotiation styles appropriately

WHO SHOULD ATTEND?

- Everyone who wants to express their position, collaborates to come to an agreed outcome during their work, which is most of us. Whether you are an individual contributor, team member, CEO, or consultant.



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PROGRAM INCLUSIONS:

All participants will receive

- Training from an accredited facilitator.
- Pre-workshop preparation pack.
- Workbook with key concepts.
- Post workshop learning transfer activity – supports practice of new behaviours in the workplace.

DURATION:

- This is a 1-day course. The course can also be delivered as 2 x half days, either virtual or face-to-face.

PROGRAM PREREQUISITES:

There are no prerequisites for this course. Participants are advised to bring relevant workplace examples and challenges that they can focus on throughout the course.

DETAILED PROGRAM OUTLINE:

Module 1: Establishing Trust and Rapport

- Setting the context
- Ethos, pathos and logos
- Communication channels
- Building trust

Module 2: Principles of Influence

- Aristotle's persuasions
- Cialdini's Principles of Influence
- Application Activity

Module 3: Structuring Influencing Conversations

- A 4 stage structure for presenting a proposal
- Case study practice influencing conversation

Module 4: Planning The Interaction

- Gathering evidence
- Identifying criteria and interests
- Exploring options for resolution

Module 5: Conducting Negotiation Conversations

- Active listening
- Perspective taking
- Case study practice negotiation

