

EFFECTIVE NEGOTIATION SKILLS

TARGET GROUP: All managers, Salespeople and Individuals who deal directly or indirectly with much needed Valued Customers.

COURSE OBJECTIVES & BENEFITS:

- There is a better alternative to simple positional bargaining: A principled method
- Learn Attitudes and Skills to separate People from Problems
- Improve Mutual Satisfaction from Win/Win results

COST: 20,000 (MUR)

Phase 1:

- Problems Regarding Negotiations
- Bargaining Over Positions
- Keeping People and Problems together
- Interest vs. Positions
- Who's more powerful?

Phase 2:

- Perceptions and Attitudes
- The Way we see things
- Communication
- Principles / Values

Phase 3:

- A Principled Method = Win/Win
- Use Objective Criteria
- Relationships and Repeat Business
- Invent Options