

The Art of Negotiation

Length of course: 1 day

Is this the right course for me?

We all have to negotiate! It could be trying to get a good deal when we buy a house or a car, or in your work environment, especially if you are working in sales, or even perhaps negotiating new rules with your family.

Pre-Course Requirements

There are no formal requirements for learners who want to attend this course

What will I learn about?

On completion of this interactive workshop you will be able to use a structured approach and differentiate your demeanour according to your negotiation partners to achieve the best possible outcome. You will also be able to use a structured method of negotiation, appropriate to both sales and purchase negotiations, and to use negotiation tools and techniques to systematically add competitive value.

How will I learn?

The interactive style of the event provides ample opportunity for delegates try out new tools and techniques in a safe environment and to discuss how to develop best practice in their own particular fields.

Will I gain a qualification?

You will not gain a formal qualification but you may receive a Certificate of Attendance and Achievement from your tutor.

What can I do next?

Institute Leadership & Management Effective Team Member Skills Award or Team Leader Award

Effective Customer Care

Neurolinguistic Programming and Customer Service Excellence - please ask the skillscentre:mk team for more details.

Other course information can be found on www.careersadvice.direct.gov.uk or with a NEXT STEP advisor.

What do I need to bring to classes?

Note pad and pen.

Can I talk to someone about my course before I start?

It is usually possible to put you directly in touch with the tutor if a member of the skillscentre:mk team cannot answer your query.