

Rhema Sales Force Development Courses

Course Title: Negotiation Skills

Duration: Two Days

Course Objectives:

As a result of this course you will be able to:

- Understand the principles of negotiation and produce win/win outcomes
- Determine the bargaining arena and set your negotiating objectives
- Plan and prepare for negotiations
- Use negotiating steps and skills to achieve a successful outcome for both parties
- Use negotiating strategies, tactics and behaviours to manage the other party
- Negotiate over the telephone using negotiating principles and skills

Course Content:

- Preparing for a negotiation
- The negotiation process
- Bargaining arenas
- Aspiration and negotiation results
- The negotiating steps and skills
- Concession making and benefit fluency
- Influencing the other party
- Negotiating over the telephone