

Negotiation Skills

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Negotiation Skills

Course description

A negotiation is a discussion intended to keep an open dialogue. Your success is directly related to the outcome of your negotiations and the outcome of your negotiations is an agreement. Your agreements can be strong or weak; short lived or lasting; cooperative or hostile; favourable or unfavourable - in short, the agreements you negotiate dictate your ability to:

- Achieve financial success.
- Discover new solutions to business and personal problems.
- Prevent or resolve disputes and conflicts.
- Improve your worth to your organization.
- Improve individual, department, and company productivity.
- Improve your management and interpersonal skills.
- Improve selling/purchasing skills.
- Increase your profitability and gain new opportunities.

However, negotiation is used in all aspects of life, be it negotiating with parents, children, colleagues or customers, and the next negotiation you enter into could be with someone from one of four different generations!

In order to become a skilled negotiator, it is essential to understand the different generational negotiation styles and preferences. Your approach to each message you convey or receive must be altered to fit within each generational context.

By examining negotiation skills through the perspectives of the different generations, we are able to look at how to improve individual and business negotiation styles, how to prevent and resolve potential areas of conflict and what approaches will work within a business context to capitalise on these differences.

Course duration

This course is scheduled for one (1) day from 9:00 till 16:00.

Who should attend?

Anyone in business or government that needs proficiency in written communication.

Topics content

This module looks at the communication preferences unique to each generation and so provides you and your team with the capabilities to negotiate in any situation with skills that will last a lifetime.

- how the different generations negotiate
- how they receive and internalise information
- how to open a dialogue
- what they find offensive
- what form the interaction should take

For bookings or more information

For bookings or more information please feel free to Marili van Niekerk us at 012 640 2600 or e-mail training@acctech.biz

For the latest event schedule visit our training page on www.acctech.biz



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