



## ***Negotiating to Win – Online & Onscreen***

### **OBJECTIVE**

This course will enable delegates to understand the essential concepts in negotiation and how they apply when online.



### **THE COURSE CONTENT INCLUDES**

- Hints & tips for handling your screen presence
- Explore the techniques of negotiation and they work on screen
- How to plan your approach – what to do before you connect
- Use the power of questioning and listening to find ways forward
- Uncover and “sell” the benefits
- Have better relationships with business connections
- Achieve improved outcomes for you and your business

This course is ideal for management who have an impact on financial results. This includes Sales Managers/Directors, HR Professionals, Procurement Managers, General Managers and MD’s, Logistics and Operations Management and Team Leaders.



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What we will cover:

<b>Negotiate to Win/WIN</b>	<ul style="list-style-type: none"> <li>➤ What Win/Win really means</li> <li>➤ Planning negotiation outcome</li> <li>➤ Hard and soft outcomes</li> </ul>
<b>Enhancing Your Screen Image</b>	<ul style="list-style-type: none"> <li>➤ How to negotiate on screen</li> <li>➤ Tools &amp; techniques to help project authority</li> <li>➤ How to Build rapport</li> </ul>
<b>Positions and Interests – know the difference</b>	<ul style="list-style-type: none"> <li>➤ Discovering their positions</li> <li>Connecting with interests</li> <li>Planning your WIN</li> </ul>
<b>Breakdown Prevention</b>	<ul style="list-style-type: none"> <li>➤ Outlining walk away status</li> <li>➤ Describe a BATNA</li> <li>➤ Consider how to use your BATNA</li> </ul>
<b>Negotiating Onscreen – with a plan</b>	<ul style="list-style-type: none"> <li>➤ 3Ps - What to say to begin</li> <li>➤ Questioning and confidence</li> <li>➤ What would you like?</li> <li>➤ Seeking solutions using benefits</li> <li>➤ Identifying “sticky” points</li> <li>➤ Achieving consensus</li> </ul>
<b>Quick Techniques to move things along</b>	<ul style="list-style-type: none"> <li>➤ Trying your desired outcomes</li> <li>➤ Would Face to Face/Phone/email/be better?</li> <li>➤ Persuasion: better than telling</li> <li>➤ The most powerful words</li> <li>➤ The “Columbo”</li> <li>➤ What does “no” really mean?</li> <li>➤ Deadlines and concessions</li> </ul>



## ***Negotiating to Win – Online & Onscreen***

As in many areas of life, it is the preparation in advance that really brings results. This webinar will provide you with some tools and techniques for both the on screen/online negotiation and the preparation, so your meetings, calls or messages become more effective. A structured approach will build confidence and highlight specific elements for improvement.

Much will depend upon your mindset: you can influence yourself even if you cannot always influence someone else in the way you might like to. Flexibility can be planned in advance.

Effective negotiators develop habits and traits which become seemingly automatic, but which come down to a small range of behaviours and skills. This webinar we help you improve your habits and attitude to identify approaches enabling a more flexible yet still professional approach.

This is a practical and interactive webinar, led by an expert in communication. Come prepared not just to listen, but question, contribute and learn.

### **JULY SCHEDULE:**

**July 9<sup>th</sup> & 24<sup>th</sup>      2pm – 3.30pm**

**Special 2for1 offer** - Sign up for any one course and choose another free or enrol two delegates for any one course and just pay for one.

The standard cost is £155 plus VAT per delegate, with 20% discount if two or more delegates come from the same business.

### **ADDED VALUE**

In addition to the webinar each delegate will receive a copy of **Richard Denny's** book '**Fast Track to Successful Selling**', a copy of **Wise Words**, free access to his Skill Sharpener Coaching Video '**Success, it's all in the Mind**', plus a 30% discount voucher on product and a £70 voucher for use on a further training course, plus registration to receive **Richard's 'Thought for the Day'**.

To enrol email Judith Harker at [judith@denny.co.uk](mailto:judith@denny.co.uk) or call +44 (0) 1608 653865