



## Negotiation Skills

### Program Overview

Negotiation is a part of our daily lives. Every day we negotiate with many people like customers, suppliers, co-workers, business associates and family. Negotiation is a method by which people settle differences. It is simply the process of getting what you want from another person.

Negotiation helps to reduce conflicts and improves the relation among individuals. To become a good negotiator, you need the skills to handle difficult people and protect yourself from having someone take advantage of you.

However, negotiation skills are critical whether selling products or services, purchasing supplies and materials, negotiating salary and job requirements or obtaining internal resources for project support. Negotiation skills in business help to prevent losses and increase the gains for you and your organization. You must learn how to strengthen your negotiation skills by using different techniques.

TCG helps the participants to understand the process of negotiation and enables you to become a powerful negotiator. We provide an insight of how to build rapport and convince others during negotiation. We also aim at enhancing your confidence levels in persuading others by using various negotiation techniques.

### Training Objectives

- Manage the phases and critical tasks of the entire negotiation process
- Communicate effectively in the context of negotiation
- Learn to bargain successfully
- Understanding When and Where to negotiate
- Enhancing your confidence to respond to the changing circumstances of the negotiation
- Assess your negotiation style and build flexibility in using alternative negotiation styles
- Making the participants aware of different negotiation techniques and skills

- Select and use specific negotiation tactics consistent with the objectives of the negotiator
- How to persuade others and close a deal

## Who Should Attend

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The negotiation workshop is designed for Executives, Managers, Professionals, Salespeople, Entrepreneurs, Customer Service Representatives, and anyone who as part of their job has to negotiate business agreements with others.

## You Will Learn How To

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After completing this workshop, participants will have the skills and knowledge to:

- Understand the negotiation process and tactics involved in it
- Interact with others in the negotiation
- Implement different techniques of negotiation
- Overcome the difficulties you face during negotiation
- Convince others and persuade them
- Maintain good relationship with others and become a powerful negotiator
- Win a deal/agreement by effective negotiation

## Training Aids

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Included with this workshop is a comprehensive participant manual designed for easy reference including worksheets, matrices, checklists, and process flows; other aids used to make the workshop effective are PowerPoint Presentations, Role Plays, Games, Group Activities, and Case Studies.

## Training Hours

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The duration of the training program will be for 2 days/16 hours.