



## Mastering Negotiation, Persuasion & Critical Thinking

The Professional Negotiator: Negotiate, Influence & Deliver Results

### ► Upcoming Sessions

28 Oct-01 Nov 2024	Online	\$3,950
--------------------	--------	---------

### ► Training Details

#### Online Training Course Outline

Negotiation is inevitably at the heart of the every process to achieve what you want, whether it is a contract agreement, bargaining for an item, resolving a disagreement or closing a deal. At the end of each negotiation, the goal is to seek a win/win outcome – an essential characteristic of long-lasting alliances.

This Anderson online training course provides an essential framework for developing effective negotiation and persuasion skills, combined with critical thinking abilities that are vital for building and benefiting from strategic alliances.

#### Online Training Course Objectives

**By attending this Anderson online training course, delegates will be able to:**

- ▶ Describe a framework for the analysis of business alliances
- ▶ Understand how to apply influencing skills during the negotiation phase
- ▶ Recognise and manage difficult negotiators who use aggressive tactics during negotiation
- ▶ Understand the key principles of persuasion and its importance to negotiation
- ▶ Apply critical thinking when planning to develop business alliances

#### Designed For

**This Anderson online training course is suitable for:**

- ▶ Delegates who want to achieve more through becoming more effective
- ▶ Managers who are being prepared for promotion or higher levels of responsibility
- ▶ Delegates who may be considering new projects or additional assignments
- ▶ Managers who are looking to refresh their skills when working with others
- ▶ Leaders who need to communicate vision more effectively for better results

### ► Training Details

#### Day One: Situational Negotiating Strategies

- ▶ Negotiation purpose: Common terms and best practice
- ▶ Developing mutually acceptable solutions through value claiming

- ▶ Adapting strategies to situations when building alliances
- ▶ Personality - strengths & weaknesses in negotiations
- ▶ Opening communication channels to maintain relationships
- ▶ Applying Interests and Positions for strategic advantage

## Day Two: Applied Negotiation Skills

- ▶ How to reach 'win-win' in negotiation
- ▶ The keys to collaborative bargaining in partnering
- ▶ Leverage: What it is and how to use it?
- ▶ Negotiation tactics and ploys
- ▶ Dealing with difficult negotiators and barriers
- ▶ Ethics in negotiation

## Day Three: Persuasion & Influence Skills for Negotiators

- ▶ Challenges of meetings - group and individual strategies
- ▶ Positive persuasion in challenging situations
- ▶ Applying rules of influential presentations to maximize impact
- ▶ Maintaining compatible body language & using logic, credibility and passion
- ▶ Dispute resolution and mediating for better outcomes
- ▶ Mediation techniques - practical exercise

## Day Four: Higher Level Negotiation Skills for Challenging Situations

- ▶ Identifying and responding to signals and informal information
- ▶ Recovering from reversals, errors and challenges
- ▶ Developing a climate of trust
- ▶ Higher level conversation techniques
- ▶ Face to face negotiations; appreciating different cultures
- ▶ Practical Negotiation exercise and feedback

## Day Five: Critical Thinking and Decision Making for Negotiators

- ▶ Gaining control and using information - formal and informal
- ▶ Thinking patterns, frameworks and tools for negotiators
- ▶ Identifying sources and testing assumptions
- ▶ Framing the problem
- ▶ Decision making under pressure
- ▶ Reviewing strategic alliances and building personal action

### ▶ Preview

10:30 - 11:00	:	Welcome, Setup, Registration
<b>11:00 - 12:30</b>	:	<b>First Session</b>
12:30 - 12:45	:	Break (15 minutes)
<b>12:45 - 14:15</b>	:	<b>Second Session</b>
14:15 - 14:30	:	Break (15 minutes)
<b>14:30 - 16:00</b>	:	<b>Third Session</b>

### ▶ The Certificate

An Anderson e-Certificate will be provided to delegates who attend and complete the online training course

### ▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: [info@anderson.ae](mailto:info@anderson.ae)

**Request for a Tailor-made training and educational experience for your organization now:**

Email: [inhouse@anderson.ae](mailto:inhouse@anderson.ae)

**Anderson**  
Executive Development Centre

P.O Box 74589, Dubai, United Arab Emirates

**Web:** [www.anderson.ae](http://www.anderson.ae)

**Email:** [info@anderson.ae](mailto:info@anderson.ae)

**Phone:** +971 4 365 8363

**Fax:** +971 4 360 4759

**©2024. Material published by Anderson shown here is copyrighted.**

All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.