

Communication and Negotiation Skills

One Day Workshop

A workshop for busy professionals who need improve their communication skills in order to negotiate successful outcomes

CONTEXT

Everyone negotiates. Everyone communicates - with colleagues, customers and clients. Effective negotiators get a better outcome for themselves and their organisation. This course will help you communicate more effectively with everyone and increase your confidence when negotiating.

OVERVIEW

This workshop is made up of the following elements:

Effective Communication

First impressions
Body language
Checking for understanding
Cultural differences
Being assertive

Building rapport
Questioning and listening
DISC model of personality types
Difficult people and situations

Negotiating Skills

What is negotiating?
7 elements of effective negotiating
Different negotiating styles
Strategy and tactics
Looking for Win: Win
Gaining agreement

Separating the people from the problem
The negotiation process
Arguing with a purpose
The after agreement commitment
Overcoming deadlocks

COURSE METHOD

Our trainers use a range of training methods with a strong focus on incorporating different learning techniques to ensure the success of each training event. Our training is highly interactive. Small class sizes allow for maximum learning. Personal coaching is available.

SCHEDULE – Communication & Negotiating Skills

9:00am	WELCOME AND ICEBREAKER
9.15am	Effective Communication First impressions Building rapport Body language Questioning and listening
10:30am	<i>Morning Tea (15 Minutes)</i>
10.45am	Checking for understanding DISC model of personality types Cultural differences Difficult people and situations Being assertive
12.30pm	<i>Lunch (30 minutes)</i>
1.15pm	What is negotiating? Separating the people from the problem 7 elements of effective negotiating The negotiation process Different negotiating styles
3:00pm	<i>Afternoon Tea (15 Minutes)</i>
3.15pm	Arguing with a purpose Strategy and tactics The after agreement commitment Looking for Win: Win Overcoming deadlocks Gaining agreement
4.30pm	How to implement what we've learned. / Feedback/Close
5:00pm	Finish

Enrolment Form - Communication and Negotiation Skills

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to courses@acorntraining.com.au

Venue: Acorn Training Centre: 74 Townshend St Phillip

Course date:

Time: 9.00 a.m. to 5.00 p.m.

Attendee	Email Address	Date of Workshop
1.		
2.		
3.		
4.		
5.		
6.		
Branch/Division		
Address		
Phone #		
Fax #		

Payment Details

Total price \$595 x _____ attendees = \$_____ \$545 early bird price (early bird applies up to three weeks before the date of the workshop).

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____

Expiry date _____

2. Invoice

Signed off by _____ Name _____

Email invoice to: _____

Terms: Payment is due on or before the day of the course. Cancellation is accepted more than seven days prior to the course date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day incurs an administrative fee. We suggest you send a substitute if you can't come at the last minute.

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