



Communication, Influencing and Negotiation Skills

One Day Workshop

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

CONTEXT

In today's competitive workplace the ability to communicate clearly and persuasively provides our greatest opportunity for success, but it is also one of our biggest challenges. To master the art of persuasion you must be able to build rapport, think on your feet and communicate well even when under pressure.

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

Influencing Skills

Building credibility

Influencing Techniques Through Planning and Structure

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, Influencing & Negotiating Skills

9:00am	WELCOME AND ICEBREAKER
9.15am	Effective Communication First impressions Building rapport Body language Questioning and listening Building credibility
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	Influencing Techniques Through Planning & Structure 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, Influencing and Negotiation Skills

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to bookings@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 \$495 x _____ attendees = \$ _____

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.

Ph: 02 6217 7000 Fax: 02 6217 7001 ABN 34073999185

john@acorntraining.com.au