



Effective Negotiation Skills

Course objectives

Successful completion of this course will increase your knowledge and ability to:

- ✓ Develop an effective plan and strategy for any negotiation
- ✓ Recognize interests and issues and avoid unnecessary positions
- ✓ Become more persuasive
- ✓ Use techniques that draw information from the other party
- ✓ Minimize conflicts and deadlocks
- ✓ Ask and answer questions to control the negotiations
- ✓ Deflect personal, hostile, or irrelevant objections by reestablishing common ground in the negotiations
- ✓ Create a list of concessions that can be “given” during the negotiation to use as bargaining tools
- ✓ Read body language, facial expressions, and other signals to uncover “hidden” messages
- ✓ Neutralize manipulative tactics
- ✓ Maximize closure opportunities