

Negotiation and Presentation Skills

INTRODUCTION

Business in the 21st century puts far greater demands on companies than at any other time in history. In order to maintain and increase customer bases, sales representatives, business managers, negotiators, project managers, or any customer facing staff need to maintain and improve their communication, negotiating and presentation skills in order to gain that vital edge on their competitors.

First impressions are crucial, whether it be with friends, colleagues or customers. Creating instant rapport enables lasting and productive relationships. Get it wrong and that negative impact is extremely difficult to overcome.

So, what are the techniques top negotiators, communicators and public speakers use in order to achieve success? How do they ensure that initial interactions create a positive and memorable impression?

This highly interactive and fun programme investigates the characteristics and behaviours of top performers. Using state of the art management techniques of NLP, emotional intelligence, behavioural science and psychometric tests, the programme will guide delegates actively through the world of communication, negotiation and presentation skills. All of the skills are transferable to the workplace.

WHO SHOULD ATTEND?

- Personnel who need to influence others, either socially or commercially
- Also, any professional who has to negotiate a successful outcome from any meeting, either in a business or in a personal setting will find this programme beneficial

PROGRAMME OBJECTIVES

- Demonstrate confidence in front of colleagues, customers and friends
- Understand behavioural patterns and how to adapt to others
- Utilize crystal clear communication models in order to maintain rapport
- Examine the most up-to-date negotiation, communication and presentation skills and be confident to use them in the workplace
- Understand the innovative business tools of NLP, Emotional Intelligence and behavioural techniques and be able to model those skills when working with others
- Use appropriate body language, voice and tone in order to create a positive and lasting first impression with every customer facing opportunity
- Ensure a win win situation in every negotiation
- A more confident and effective team of negotiators and presenters
- A crystal clear communication strategy within your organisation
- A greater understanding of behaviours within the organisation
- Innovative strategies for working with others within the organisation and outside
- Increased numbers of successful negotiations with customers and staff alike
- Lasting rapport with customers, ensuring they work with your organisation rather than a competitor
- Customers see your negotiators as world class and professional
- Conflict resolution is seen as a challenge not a threat

TRAINING METHODOLOGY

The programme is carefully designed to address all styles of learning and to engage participants fully through the use of program materials, exercises, training videos and discussions of relevant organisational issues. Lectures and discussions are either preceded or followed by powerful individual or group exercises. These exercises provide opportunities for personal participation in real situations. This process makes the training fun filled, fast-paced, challenging and empowering. This programme uses the cutting edge skills of Neuro-Linguistic Programming to open your mind to how people think.

- Crystal clear communication strategy, impacting on internal and external customers
- Improved negotiation and closing techniques
- A greater understanding of self and others
- Greatly improved public speaking skills leading to highly professional, competent and confident presentations and pitches

PROGRAMME OUTLINE

DAY 1 - How to build lasting rapport

- The art of building lasting rapport
- How to identify behavioural traits and react to them
- How to modify your own behaviour to match other's
- Sharpen your senses to the signals others are sending you
- Connect with colleagues and clients at a level that creates deeper trust and commitment
- Step into another person's shoes to better appreciate their experiences and motivations
- Read body language in order to understand how others are thinking and responding to you
- Notice the clues that show if a person is telling the truth, or not

DAY 2 - Crystal clear communication

- What is NLP - A basic introduction
- Powerful listening and questioning techniques
- Thinking patterns
- Filters to communication
- The use of Metaphors
- Modelling
- Perceptual positions
- Logical levels of change
- Climates of trust
- Well formed outcomes
- Communication exercises

DAY 3 - The negotiation model

- The negotiating framework model
- Two Habits Of Highly Effective Negotiators
- Communication in negotiation
- Think Win/Win
- Consider Options
- Consensus
- Commitment
- When to Walk Away
- Negotiation Exercise

DAY 4 - Creating the Right Message

- Introductory presentations and feedback
- What makes a speaker appear confident?
- Harnessing nerves in a creative way
- Key messages received from presentations and top presenter
- The importance of good eye contact in presenting
- Body language and the part it plays in presentations
- Assertiveness and the presenter
- Stance, confidence and professionalism
- The non-verbal impact of presentations
- Using the body to create impact
- The importance of gestures
- The vocal skills of top presenters
- Increased emphasis, tonality and tonal marking

DAY 5 - Professional Planning Process

- Planning for the perfect presentation
- Audience focused objectives
- Researching the audience and setting time related objectives
- Venue considerations and why they are so important
- The differing skills for small or platform presentations
- Content and the message the audience receives
- Visual aids, what are they and how they should be used
- Creating audience interaction with visual aids
- Powerful techniques for use with visuals
- Using PowerPoint effectively
- How to influence an audience and handle questions with ease
- The final presentations