

EFFECTIVE NEGOTIATION SKILLS

– Program objectives and expected outcomes

In today's rapidly changing business environment, corporate management has become more focused than ever on factors that have a direct impact on the company's "bottom line." They are demanding:

- more profitable relationships with suppliers
- improved customer relations
- more efficient use of resources
- increased cross-functional teamwork
- more effective group discussions.

For both you and your organisation, effective negotiating is a critical "success skill" in making certain you get what you want and need. The *Effective Negotiation Skills (ENS)* workshop will introduce you to negotiation principles, tools and skills that will help you reach better agreements with people inside and outside your organisation, and maintain productive relationships in the process. You will learn to negotiate mutually beneficial agreements over scarce resources, such as money, time and human resources.

Unlike traditional negotiation training, which typically teach either highly collaborative or highly adversarial approaches, *ENS* shows you how to manage the *Competitive, Collaborative* and *Creative* dimensions of negotiating. As a result, you will find yourself better able to:

- gain support for your ideas and programs
- get things done by people over whom you have no direct authority
- resolve conflicts with subordinates, colleagues, managers and support personnel
- obtain resources from your superiors
- gain the cooperation of your colleagues for important projects
- increase the commitment of subordinates to team goals
- deal more effectively with suppliers, subcontractors and other third parties
- be assertive and tough when you need to.

This workshop will equip you with:

- a new awareness of the *power of negotiation* in both your professional and personal life.
- new *tools* for becoming a better negotiator, especially:
 - the principles of negotiation, which apply in all negotiation situations
 - the negotiation behaviours most important for implementing the principles
 - a practical model for understanding the dynamics at work in a variety of negotiation situations.
- a systematic approach for *planning* all negotiations.

Your investment of time in the *ENS* workshop will help your company become more competitive and profitable in today's challenging marketplace. Ultimately, it will also help you build your own personal and professional success.

**For more information, please contact Ross Graham at
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