

## Negotiation Skills

Program Title	Program Outcomes
<b>Module 1 Sub 1: Persuasion Techniques Skills for Negotiations</b>	<ul style="list-style-type: none"> <li>● Follow a proven structure for persuasion - DEFEATS</li> <li>● Communicate professionally and persuasively in business situations</li> <li>● Engage others by credibility, building rapport, asking pertinent questions, and listening</li> <li>● Respond with confidence, clarity, and impact</li> <li>● Deal effectively with difficult situations and conversations</li> <li>● Use emotional controls to sustain success</li> <li>● Plan for a persuasive presentation to overcome barriers</li> </ul>
<b>Module 2: Persuasion and Negotiation in Business</b>	<ul style="list-style-type: none"> <li>● Circle of influence and circle of control</li> <li>● Common pit falls</li> <li>● Lateral thinking for a win win solution – engaging minds</li> <li>● Confronting the problem and not the person</li> <li>● Understanding my level of Acceptance during conflict using “Emotional Intelligence”</li> </ul>
<b>Module 3: Conflict Resolution and Management</b>	<ul style="list-style-type: none"> <li>● Seeds of Conflict and how to mitigate them</li> <li>● Art of Effective Listening</li> <li>● Using Paraphrasing instead of Parroting</li> <li>● Remove the negativity</li> <li>● Awareness of our body postures, gestures, what we say and how we say it</li> <li>● Confronting the problem and not the person</li> <li>● Understanding my level of Acceptance during conflict using “Emotional Intelligence”</li> </ul>
<b>Module 4: The Planning Process</b>	<ul style="list-style-type: none"> <li>● Planning Process – Daily, Weekly, Monthly, Quarterly</li> <li>● Time Management</li> <li>● Follow-up Plan for Effective Monitoring</li> <li>● Exercise: Affinity Procedure</li> <li>● Monthly Project List Planning Process – Daily, Weekly, Monthly, Quarterly</li> <li>● Time Management</li> <li>● Follow-up Plan for Effective Monitoring</li> <li>● Exercise: Affinity Procedure</li> <li>● Monthly Project List</li> </ul>
<b>Module 5: Building Lasting Relationships</b>	<ul style="list-style-type: none"> <li>● Learn 13 Techniques to Build Rapport</li> <li>● Understanding Human Relationship Values</li> <li>● Strengthen Relationship Principles</li> <li>● Gain Corporation Principles</li> <li>● Principles for Managing Stress and Worry</li> <li>● 6 traits of the 21<sup>st</sup> Century leader</li> </ul>