



Negotiation Skills

This one-day workshop increases managers' and client facing professionals' influencing and negotiation skills. It provides a range of skills, tools and techniques that teach participants how to influence others more powerfully.

The course encourages the creation of a climate of mutual respect and trust in business relationships through knowing one's individual values and goals as well as appreciating others' differences. The day is based on a series of role-plays and case studies and participants are expected to contribute actively throughout the program. Participants learn how to listen and communicate effectively; negotiate successfully through planning and managing negotiation opportunities; manage conflict; broaden their range of negotiating and influencing strategies beyond their personal 'comfort zones'.

Available Session(s):

08-Oct-2008 -- 08-Oct-2008 New York USD \$1475

NY Institute of Finance - 9:00am - 4:30pm Wed
Midtown

Instructor(s):[William Coda;]

Targeted Audience

Any finance professional who deals with customers or colleagues on a day-to-day basis.

Special Offer

Clients who register for this course will receive a complimentary 6 month subscription to the Financial Times and FT.com. The Financial Times is the world's most respected financial newspaper providing a broad assessment on finance, business and the industrial sector. Subscriptions will start within 6-8 weeks of the application process, and are limited to one per client. For questions about your subscriptions call 800-628-8088 or email uscirculation@ft.com. US and Canada enrollees only.

Advance Preparation

No advance preparation required.

Learning Objectives

Students will be able to:

- Listen and communicate effectively
- Negotiate successfully through planning and managing negotiation opportunities
- Manage conflict
- Broaden their range of negotiating and influencing strategies beyond their personal comfort zones

Level: Basic

CPE Credits: 7.0

Instructional Method: Group-Live

Detailed Outline

What is a Negotiation?

- What is the nature of negotiation?
- What style is appropriate? Winner takes all? Win/Win?
- When are you negotiating?
- Winning the battle and losing the war

Preparation

- What would you like from the negotiation?
- What are you willing to accept?
- Who is the other side and what do they want?
- Deciding the tone and deciding on your strategy

The Negotiation

- Setting the scene
- Establishing rapport or not
- Reading the other side
- The mechanics of a negotiation

Closing the Deal

- Countering objections
- Devil in the detail
- Ensuring follow through
- What next?

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