

Negotiating and influencing skills

Most of us have to negotiate at some point: with colleagues, with competitors, with providers. It is a crucial skill for middle and senior managers to have. And yet there is very little time given over to exploring the skills needed to be an effective negotiator. Linked to this, we all need to understand how to influence people. What can we do to help them see our point of view and make decisions that help our organisation and clients? This course looks at a range of negotiating and influencing skills, giving participants the understanding and techniques they need to be effective.

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Mark and Nick were very engaging and personable. I very much enjoyed the training and would welcome any further input from them both.

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Content

Evolution has equipped our conscious minds to be thoughtful, altruistic and accommodating; in effect preparing us to be effective negotiators. Simultaneously, the older, emotional part of our brains remains and can lead us to display subtle degrees of selfishness, disdain and obstinacy; often without us having any awareness.

This course shows participants how to harness both of these human inevitabilities to ensure meaningful commitment to the negotiation process on both sides. Participants learn how to rewrite their 'inner dialogue' to maintain a positive approach to negotiation.

We concentrate on psychological framing with a view to creating a holding point which both parties feel comfortable to share, by speaking a common language.

We also explore and apply the academic writing of key thinkers such as Stephen Pinker and Robert Cialdini to ensure that we can utilise the very latest approaches to effective influencing.

Modern examples are used to explain theories and exercises devised to be relevant and helpful to participants.

Elements of the day

Questionnaire: what do you do? Why do we often get it wrong? When we are faced with someone who can't see what to us is obvious, we tend to think they are daft, obstructive, etc. How do we get beyond this?

Language: what's the difference between Influencing and Manipulating? Exploration of bullying, cajoling, bribing and seeking sympathy.

The persuasive funnel: what is it and how does it work? Why you can't force the penny to drop but you can cause people to think, which can lead to the penny dropping.



The trainers were very motivating and passionate about the subject matter.



Types of questions and the power of probing; the impact of liking and the relevance of Stockholm syndrome.

Internal messages: exercising pre-meet thoughts to ensure you are as prepared as you can be; the importance of assertiveness.

External messages: how to make the best use of body language; the concept of mirroring and the broken record approach.

Framing language: Trump and Clinton; Obamacare versus the affordable health care act; understanding your bottom line.

Outcomes:

By the end of the course attendees will:

- Understand key theories about negotiating
- Have a range of techniques to employ in a negotiation
- Be able to plan and prepare well
- Understand what influences them and how they can influence others
- Be adept at using framing to maximise the effective use of language.