

▶ **LD008 – Influence and Negotiation Skills**

Negotiate your way to success through win-win strategies designed to achieve mutual agreement

You will learn proven skills and techniques to obtain what you require, probe, and discover the needs, wants, and drivers of other parties, and reach final outcomes that are beneficial and equitable to all parties. Role-playing and case studies will help in developing strong negotiation skills required to mediate deadlocks, reach consensus and establish a firm commitment to the “deal”.

In this Seminar You will Learn

- ✓ Basic principals of negotiation
- ✓ Principled Negotiations
- ✓ The Win-Win Philosophy
- ✓ How important are relationships in the negotiation process
- ✓ Demand, Offer, Request – The three conditions of negotiation
- ✓ What my negotiating style?
- ✓ Questioning techniques to solicit information from the other side
- ✓ Verbal and non-verbal cues
- ✓ Recognizing and handling various negotiating tactics
- ✓ How language can create positive or negative responses
- ✓ What are the hidden costs to negotiating
- ✓ Negotiation traps and avoidance techniques
- ✓ Negotiation teams how can they help?
- ✓ Power Bases and Influence Factors
- ✓ Special Cases: Matrix Organizations, Internal Negotiations

FYI: This course is also covered within the University of Ontario Masters Qualification in Project & Portfolio Management offered in partnership with Bay3000.

Knowledge Areas: Integration, Time, Cost, Quality, Procurement, Human Resources, Communications, Risk, Scope.