

TRAINING PROVIDER	
Singapore Professionals' And Executives' Cooperative Limited	
COURSE INFORMATION:	
Course Title	Master the Art of Influencing and Negotiating
Language	English
Course Duration	1 day (7 hours / 9am to 5pm)
COURSE OUTLINE:	
Course Overview & Objectives	<p>Negotiation is an art which many are not be fully confident in doing. We often negotiate with clients, co-workers, bosses, formally and informally and even with family members, about making adjustment to timelines, priorities, resources and deliverables to help things run smoothly. Most people find it difficult to initiate a negotiation because they do not know how to begin. Others are afraid to engage in negotiations because they worry not knowing how to handle the situation should it become difficult. At other times, they feel they could have negotiated better.</p> <p>The secret to a successful deal is in knowing how to negotiate effectively. Negotiating is not always about price. Successful negotiation is not about you winning at the expense of the other party but how to make the other party understand your side of things. A successful negotiation is one in which both parties end up win-win.</p> <p>This course is designed to help you overcome negotiating anxieties and wield confidence, control and power in negotiation. In this course you will learn how to recognize underlying interests, learn how to identify your real needs, learn how to listen to build a relationship, and learn how to maintain your composure.</p>
Key Topics Covered	<p>The course explores the following subjects in depth:</p> <ul style="list-style-type: none"> • Adopting a negotiation mindset • Understanding negotiation styles • Interest based vs position based negotiation • Preparing your offer and alternatives • Building trust in negotiations • Overcoming difficult conversations • Negotiating win-win agreements <p>This program will show you how to:</p> <ul style="list-style-type: none"> • Identify negotiation outcomes in commercial situations to establish organisation's desired position in the negotiation. • Identify roles and responsibilities needed to support negotiation objectives. • Prepare relevant background information to understand other parties' position.

	<ul style="list-style-type: none"> • Use negotiation processes and techniques to assist in achieving desired negotiation outcomes. • Record negotiations for evaluation and documentation purposes.
Learning Outcomes	<p>Successful completion of the course will increase your ability to:</p> <ul style="list-style-type: none"> • Learn how to analyse your and the other party's power positions. • Know your behavioural and conflict management styles. • Understand interpersonal skills and how to use it to enhance the negotiating climate. • Learn how to use creativity to improve a negotiation outcome. • Know how to read verbal and non-verbal signals. • Learn how to apply pressure tactics and how to defend against them. • Know how to conclude negotiated agreements that stand the test of time.
Learning Methodology	<p>The workshop is delivered in an interactive learning setting and offers the opportunity to apply the concepts in a risk-free environment with simulated exercises and practices; mini case studies; trainer-facilitated group sharing and discussions, self-reflection and action planning; etc.</p>
Who Should Attend	<p>This program will benefit anyone who wishes to learn how to get effective results out of negotiations whilst maintain good relationships with stakeholders.</p>