



**Accredited
Certification
International
Limited**

Negotiating Skills



When companies are preparing to co-operate, they must negotiate the detail and clauses first. As a result, negotiation is very important, unless you are not preparing to maximize the benefits through the co-operation. The negotiation skills used when negotiating with customers are thus in essence

1 Day

Objectives

- To understand and effectively apply the negotiation skills in today's business environment
- To win the negotiation by maximizing the benefits

Target Audience

- Staffs and other interested parties who are always in need of customer negotiation to fight for the best offer for the company.

Details

- learn the principles and dynamics of negotiation process
- practice high power negotiation strategies
- understanding the Principle of Exchange
- identifying and ranking objectives
- preparing for negotiation
- judging the mood
- understanding body language
- methods to avoid deadlock

Methodology

Presentation and experience sharing

Venue

ACI training centre