

Influencing & Negotiation Skills for Managers

Overview

More and more us work in teams in which we need the help and co-operation of people over whom we may or may not have any formal authority. The way we influence, persuade and negotiate with people is critical in achieving both personal and team objectives. How people feel about us, interact with us and ultimately perform is a direct result of the way we behave towards them - so the more positive that behaviour, the more valued we are as a manager and work colleague. The aim of this one day workshop is to develop our communication and interpersonal skills to enable us to create a 'win-win' outcome when influencing and negotiating with others.

Workshop Objectives:

1. Apply a range of techniques to develop rapport with others.
2. Identify personal communication style.
3. Use effective questioning and listening skills to gain understanding and trust.
4. Overcome resistance and potential conflict during negotiations.
5. Adapt personal communication style to create win-win outcomes.

Investment

Total investment for this one day workshop is £140 per person. Alternatively, this workshop can be delivered internally to your organisation for a total investment of £1154. Based on a group size of ten persons, this reflects an investment of £115 per person. This cost includes all relevant materials but excludes any costs associated with the venue.

Ilm Accreditation (optional)

For an additional investment of £79.00 per person, and on successful completion of this workshop and associated action plan, the Institute of Leadership and Management (ilm) will acknowledge the participant through the Development Award and twelve months ilm membership which includes access to online support materials, study guides and career development support.