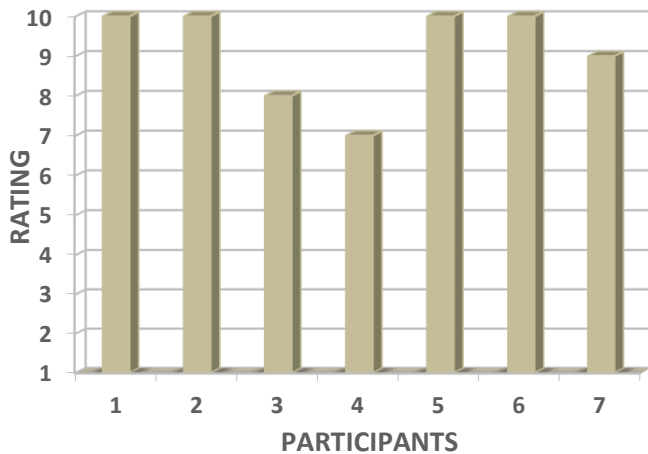


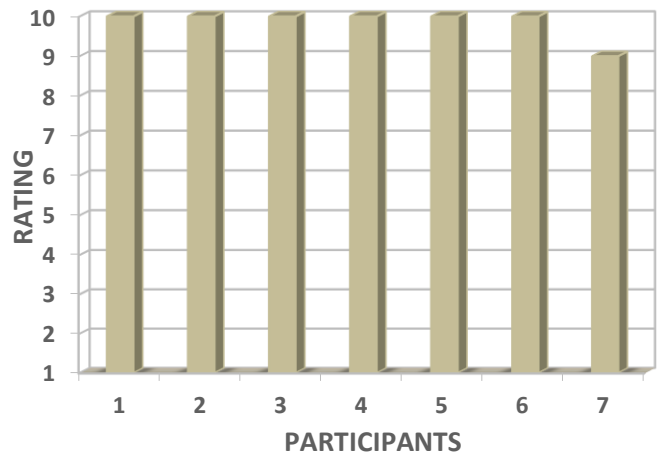
# PrintNZ Negotiation Skills Workshop & Course Feedback

## November 2017

Overall Assessment of the WORKSHOP



Overall Assessment of the TRAINER



### What was your overall assessment of the workshop?

Average: 9.14

Range: 7-10

- Another great workshop, learnt a lot about negotiating and the skills required
- All areas have been covered and have already made a huge difference
- I found it very useful and it gave me more confidence

Average: 9.85

Range: 9-10

- Kept us motivated and made the learning fun
- Great, very relaxing – makes you feel at ease
- Knowledgeable
- Keeps the ball rolling and keeps everyone awake and alive
- Really helpful and approachable, great knowledge
- Very easy to understand and relate

### What was your overall assessment of the trainer?

#### What parts of the workshop were of most value to you?

- Learning skills & processes & gaining confidence
- Doing the role play – not my favorite, but learned so much, this helped me with my confidence
- Role play – 12 principles of Buyer Resistance
- Understanding the customer
- Negotiation Skills
- Managing conflict
- DISC
- Everything was of benefit – having had no previous training – great content & skills learnt
- Examples of theories – real world scenarios
- Testing theories on situations you have personally
- The listening skills