

"I want to let you know, that I have retained the particular job from the competitor as I negotiated on 'our benefits and value' over the price. I cannot thank you enough for showing me such a powerful tool in my toolbox. I'm so much more excited about doing what I do because of the confidence you have instilled in me."

Negotiations – Gain an Edge

Clever negotiation is natural to a few. Most of us can generate much better outcomes if only we knew how.

Whether you are negotiating impromptu on the phone to a customer, conducting a quick negotiation with a colleague or needing to plan a major negotiation there are some MUST KNOWS.

This two day workshop is aimed at anyone for whom negotiation is part of their role. **This workshop will teach you how to:**

- Learn the 10 key principles to negotiation success
- Plan - know what to let go, or trade and when
- Control the process
- Ask clever questions
- Spot tactics and strategies used to manipulate you to common negotiating mistakes
- Understand the place of negotiation in complex sales processes
- Identify and know the value of all of your company variables
- Know how to uncover your customer's decision criteria and rank them accordingly
- Demonstrate a stepwise model to negotiation
- Understand the effects of bargaining, power and persuasion in negotiations
- Coach the participants through the key skills and behaviours required in successful negotiation

This is a highly practical, behavioural look at negotiating. You'll learn confidence to manage what you want and still leave a good taste (win/win). Clever negotiation doesn't have to be a battle.

Follow-Up is proven to be a critical success factor of initial workshop investment. We will follow-up with each participant at a personalised 1 on 1 coaching session to ensure the skills are being used on the job and any challenges are overcome. This is how to get the return on your investment.

Workshop, including a follow up personal coaching session: \$2,250.00 +GST per person

ProFormance Workshops: *ProFormance workshops are limited to a maximum of eight participants so that they receive one-on-one coaching and active involvement in an optimal learning environment with colleagues from similar industry backgrounds.*

Intensive Coaching: *The facilitator will research your staff's individual training needs, their accountabilities and the environment in which they negotiate. This will enable more intensive coaching.*

Central Location: *The workshops will be held in a central Auckland location and includes all materials and refreshments.*