

# SEMINAR and Workshops in Leeds

<b>Seminar Name:</b>	<b>Negotiation and Influencing Skills</b>
<b>Target Group:</b>	This course is designed for anyone who often finds themselves in situations where negotiation and influencing skills are required.
<b>Aims:</b>	This taster session gives an overview of the structured methodology and range of supporting skills for any influencing or negotiation situation. Strategies are outlined and participants are encouraged to make use of their own strengths and evaluate the position of the other party. The taster will give some examples of the specific tactics to employ in order to gain an outcome that is beneficial to their organisation.
<b>Benefits to you and the organisation:</b>	<p>Individuals will have an introduction to</p> <ul style="list-style-type: none"> <li>• Understanding the customer's maximum and minimum objectives</li> <li>• Understanding body language and maintaining congruency</li> <li>• Establishing collaborative, competitive or confrontational styles</li> <li>• Knowing when to take a broad front or deep penetration approach</li> <li>• Listening to the customer with the ability to reflect and respond accordingly</li> <li>• Knowing how to develop offers for mutual gain</li> <li>• Avoiding deadlock and counter proposals</li> <li>• Identifying and agreeing potential trade offs</li> <li>• Timing the end of the negotiation</li> <li>• Testing when the customer is ready to agree</li> </ul>
<b>Numbers:</b>	25
<b>Cost: £0</b>	
<b>Presenter:</b>	Cheryl Donnison
<p><b>For further information contact the Events team on 0113 247 0000 or E-mail: <a href="mailto:events@leedschamber.co.uk">events@leedschamber.co.uk</a></b></p>	