



Negotiating Skills

Ideal for people in management, customer service, sales and project and change management, this course helps you to achieve positive results through negotiation. Learn to understand the negotiation process, structure and plan for negotiations, and recognise and use appropriate negotiation styles and tactics.

Designed for

Team leaders and team members, supervisors, managers, customer service, sales and marketing personnel.

Course outcomes & benefits

- Recognise the steps involved in the negotiation process
- Plan and manage the negotiation process to achieve positive outcomes
- Determine and apply appropriate negotiation tactics
- Recognise the importance of communication, feedback and problem-solving skills when negotiating
- Evaluate negotiations for continuous improvement
- Gain greater confidence in approaching negotiations

Course content

- The negotiation process
- What constitutes a quality negotiation
- Giving and receiving feedback
- Assessing negotiation styles
- Stages in the negotiation process
- Planning for the different stages of a negotiation
- Evaluating the outcomes of negotiations

Duration & course dates

1 day 27 March; 01 June; 17 August; 20 October

Investment

\$450

Assessment

There is no assessment on this course.

Location

UNSW Global, 12-22 Rothschild Avenue, Rosebery, NSW 2018

Program code BS4NS

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