



# Art & Science of Negotiation

## Introduction:

Negotiation and Influencing Skills are highly applied and interactive course, which is uniquely designed compared to the rest of the common programs in market with sole reason to develop and enhance participants knowledge and skills so that they can influence and negotiate upwards, downwards or sideways within your organization, or with external clients and suppliers. This program focuses on the interpersonal, intrapersonal and communication skills needed to ethically get them give you their support or to do something you need them to do. It will also look at the times when you need to negotiate conditions, timings or price, where it is important to be able to get what you want. This is a practical program, which will leave you feeling more confident in your ability to influence others.

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**MARBLE ARCHES Training & Events**

Tel: +6017-3370965 • WhatsApp: +6017-3370965

Email: [info@marblearches.com](mailto:info@marblearches.com) • Website: [www.marblearches.com](http://www.marblearches.com)

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**Training Period: 2 - 3 Days**

**Targeted Groups:**

This course was design to fit:

- ✓ Leaders and Employees who are involved in negotiation and persuasion in their working field.

**Course Objectives:**

This course was designed to let the participants able to:

- ✓ Obtain Techniques Methodologies on Negotiation and Influencing Skills
- ✓ Obtain Techniques to Practice Mindfulness for Negotiation & Influencing
- ✓ Ability to Negotiate with Various Types of Personalities
- ✓ Gain Control on Power of Perception
- ✓ Gain Knowledge on NLP Communication Model
- ✓ Ability to Practice Techniques to Manage Thoughts
- ✓ Apply Effective Verbal & Non-Verbal (Body Language) Communication in Negotiation & Influencing
- ✓ Ability to Build Good Rapport
- ✓ Gain Methods to Prepare to Influence before the Meeting Itself

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## Course Content:

### Unit 1: Introduction to The Program

- ✓ Learning Outcomes
- ✓ Program Objectives vs Participants Needs

### Unit 2: Fundamentals of Negotiation

- ✓ What is Negotiation
- ✓ Why Negotiate
- ✓ Characteristics of Good Negotiator
- ✓ Types of Negotiation
- ✓ Negotiation Styles

### Unit 3: The Psychology of Perception

- ✓ Power of Perception in Negotiation & Influencing
- ✓ Managing Our Perceptions

### Unit 4: NLP & Communication in Negotiation

- ✓ NLP Communication Model
- ✓ Communication Transfer Activity & Debrief
- ✓ Effective Communication
- ✓ How to Give Feedback in Negotiation

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## Unit 5: Emotional Excellence for Negotiation

- ✓ What is Emotional Excellence?
- ✓ EE vs EQ
- ✓ How Our Behavior Affects Communication with Others and Yourself
- ✓ The JOHARI Window

## Unit 6: Managing Various Personalities in Negotiation

- ✓ The 5 Factor Personality Analysis Model
- ✓ Types of Personalities Around You
- ✓ How to Communicate with Different types of Personalities for Optimal Relationship & Outcome
- ✓ The Emotional Needs of Each Personality

## Unit 7: Mindfulness for Effective Negotiation & Influencing

- ✓ Mindfulness Techniques & Practices for Communication

## Unit 8: Building Rapport

- ✓ Steps to Build Rapport
- ✓ Beginning a Conversation Effectively
- ✓ Maintaining a Smooth Conversation
- ✓ Body Language

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## Unit 9: Words in Negotiation

- ✓ Types of Influential Words
- ✓ Hypnotic words

## Unit 10: Preparing for Negotiation

- ✓ Steps in Negotiation
- ✓ Pre-Work
- ✓ Action during Negotiation
- ✓ Post-Negotiation

## Unit 11: Persuasion & Influencing Techniques

- ✓ 6 Power Tools for Effective NLP Based Communication
- ✓ 6 Principles of Influencing
- ✓ Feedback Techniques
- ✓ BATNA
- ✓ Practicums

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## **PERSONALITY PROFILING for each participant (COMPLIMENTARY)**

We are giving away a special Personality Profiling worth RM400 per test which is based on 5 Factor Analysis of Psychology of Personalities. By participating in this online-test, participant will obtain a detailed personality report on them which includes strengths weaknesses of their personality and how to improve it further to build a better inter and intra personal relationship.

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