



# NEGOTIATION & INFLUENCING

**Course Code: BSS02 | Title: Achieving Win-Win Outcomes | Duration: 1 Day**  
**Delivery: Face To Face & Live Online**

## Course Description:

Negotiation and influencing skills are essential tools for success in today's dynamic workplace. Whether dealing with clients, colleagues, or stakeholders, these skills go beyond traditional buyer-seller or management scenarios—they're part of everyday interactions.

This course empowers participants to navigate negotiations and influence outcomes with confidence and professionalism. By enhancing your team's abilities, your organisation will benefit from improved collaboration, stronger working relationships, and a motivated workforce. Participants will gain practical techniques to approach negotiations, motivate others, and influence decisions effectively while fostering mutual respect and understanding.



## Who Should Attend Negotiation & Influencing Skills Training?

- Sales Professionals
- Customer Service Representatives
- Managers and Team Leaders
- Anyone in a Client-Facing Role

## Benefits From Attending The Training:

- Plan effectively, gather information, and confidently handle conflict and deadlock
- Develop techniques to persuade, build trust, and foster cooperation with colleagues and clients
- Expand your influencing style and approach situations from multiple perspectives

## Course Contents:

- **Successful Negotiation:** The fundamentals of negotiation and achieving positive outcomes
- **Interactive Workshops:** Real-world negotiation techniques to build confidence and adaptability
- **Preparation:** Plan and understand the other side's perspective before entering negotiations
- **Questioning Skills:** Gathering key information while maintaining control of the conversation
- **Confidence:** Strategies to persuade and gain cooperation from colleagues, clients and managers
- **Agreements:** Move negotiation towards win-win outcomes while staying professional and assertive
- **Authority:** Navigate complex situations with managers or teams while avoiding manipulation
- **Composure:** Maintain control under pressure and handle challenging scenarios with resilience

**\*BESPOKE COURSES | All of our courses can be easily tailored to suit any company.**  
**Course duration and level can be changed, depending on content, company & individuals\***