

# Negotiating and Influencing Skills

**The aims of this course** are to help participants

- Understand the principles behind effective negotiation
- Explore the concept of 'win-win' negotiation
- Understand and practise key communication skills necessary for effective negotiation
- Understand the main tools of persuasion, and explore how to apply them in a community context
- Prepare and conduct practical negotiation meetings



## Course outline

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| Session 1 | Introduction to the course and one another<br><br>Communicating for influence: building rapport, listening, checking understanding, pacing and leading |
| Session 2 | The tools of persuasion: 6 rules which underpin most decisions   |
| Session 3 | Getting to yes: the process of conducting win-win negotiation<br><br>Dealing with win-lose negotiators   |
| Session 4 | Planning a practical negotiation with representatives of another organisation<br><br>Course review   |