

Técnicas de Negociación

Duración: 1 Días Código del Curso: GNS100E

Temario:

Whether you are asking for resources, negotiating with a customer, or dealing with conflict, being a skilled negotiator makes you more effective. In this active, participatory course, you will practice the skills of negotiation and receive feedback to help you improve your performance.

You will learn about the types of negotiation and different styles that you can use during negotiations. You will learn to determine your individual negotiation style and how to adapt to situations for more successful negotiations. You'll also gain an understanding of competitive and collaborative negotiation and learn how to recognize each.

Dirigido a:

Anyone involved in negotiations with internal or external customers

Objetivos:

■ What You'll Learn:

■ The negotiation process

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■ How you react to conflict

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■ Characteristics of key negotiation styles

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■ How to successfully negotiate

Prerequisites:

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Siguientes cursos recomendados:

■ Communicating for Clarity

■ Leading EDGE Selling

■ Building Strategic Partnerships

Contenido:

1. Introduction to Negotiation

■ What is negotiation?

- Negotiation factors
- BATNA
- The Negotiation Process
- Natural tendencies
- Tactics used in negotiation
- Positions versus interests
- Power behaviours
- Finding common interests
- Strategies to develop trust
- Situational analysis
- Developing your strategy
- The art of dialogue
- Asking effective questions
- Personal Learning Plan

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2. Natural Tendencies in Negotiation

■ Competitive negotiations

- Negotiation factors
- BATNA

3. Competitive versus Collaborative Negotiation

■ Two styles of negotiation

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5. Conducting your Negotiation

■ The importance of listening

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6. Action Planning and Next Steps

■ Your Negotiation Worksheet

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4. Preparing to Negotiate

- The Negotiation Planning Worksheet

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Más información:

Para más información o para reservar tu plaza llámanos al (34) 91 425 06 60

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