

Finding The Middle Ground

Good negotiation skills add value hugely when understood and applied. Business owners and management can transform their communication skills and achieve higher business performance.



• Learn • Apply • Change • Grow



➔ What will I learn?

- To provide ways to manage the customer so work is more profitable
- To improve relationships with staff/suppliers/contractors
- To generate more cooperation from staff
- To lay a foundation for more productive meetings
- To make communication easy and enjoyable
- Highlight YOUR key areas to improve on & action them straight away

➔ Content

- Negotiation Basics: 4 universal rules of communication that generate cooperation and positive contribution from everyone
- How to negotiate with customers for more profits
- How to negotiate with suppliers and contractors for better prices and service
- Using negotiating skills to manage staff for greater production and contributions
- Negotiating with groups
- Running meetings using negotiation skills

➔ Personal Development

Key skills that are developed during this course include:

- Improved confidence
- Improved relationships
- In business and personal life

➔ Who Should Attend

Business owners and managers focused on improving performance across the business.