



### What We Will Cover:

- ❖ What is Negotiation?
- ❖ The Successful Negotiator
- ❖ Preparing for Negotiation
- ❖ The Nuts and Bolts
- ❖ Making the Right Impression
- ❖ Getting off to a Good Start
- ❖ Exchanging Information
- ❖ The Bargaining Stage
- ❖ Inventing Options for Mutual Gain
- ❖ Getting Past No and Getting to Yes
- ❖ Dealing with Negative Emotions
- ❖ Moving from Bargaining to Closing
- ❖ The Closing Stage

People who can master the art of negotiation find they can save time, save money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in the workplace. Negotiating is a fundamental fact of life at any level. Whether you are working on a project or fulfilling support duties, this one day workshop will provide you with a basic comfort level to negotiate with both internal and external clients. This interactive workshop includes techniques to promote effective communications and gives you techniques for turning face-to-face confrontation into side-by-side problem solving.

### How You Will Benefit:

- Understand how often we all negotiate and the benefits of good negotiation skills.
- Recognise the importance of preparing for the negotiation process, regardless of the circumstances.
- Identify the various negotiation styles and their advantages and disadvantages.
- Develop strategies for dealing with tough or unfair tactics.
- Gain skill in developing alternatives and recognising options.
- Have the opportunity to practice the “how to” of these skills in a supportive environment.
- Understand basic negotiation principles, including BATNA, WATNA, WAP, and the ZOPA.

### What's included:

- Instruction by an expert facilitator.
- Small interactive classes.
- Specialised manual and course materials.
- Personalised certificate of attendance.

### Duration:

- 1 Day Workshop

### Interested in attending this program?

contact Morton Learning on 1300 855 417 or email [info@mortonlearning.com.au](mailto:info@mortonlearning.com.au).  
Or book online at [www.mortonlearning.com.au](http://www.mortonlearning.com.au)