

# BUILDING PARTNERSHIPS

## EFFECTIVE NEGOTIATION SKILLS (ENS) WORKSHOP

**Effective negotiation in business builds better relationships and stronger **business partnerships**. The ENS workshop delivers intensive skills-development, designed to build your knowledge of negotiation techniques and theory as well as practical and interactive application so participants can apply their new knowledge immediately to create WIN-WIN outcomes for all.**

This course allows you to understand your natural negotiation preferences and develop your ability to navigate easily through different negotiation styles. You will also learn the subtleties and nuances of connecting with the emotional needs of the other party through open questions, empathy and learning to listen.

This workshop is ideally suited to those who have a customer-facing role in sales, customer service or administration. It is equally suited to managers and business leaders, or those aspiring to develop this highly valuable skillset.

### **The ENS Workshop covers the following key topics:**

- Five behavioural choices in negotiations
- Negotiation best practices
- Creating value for self & the other party
- Communication techniques
- Empathy statements and silence

### **ENS Participants will be able to:**

- Apply negotiation tools and techniques to their everyday lives
- Assess their own behavioral preferences in negotiating
- Create long-term, mutually beneficial relationships
- Demonstrate influential communication techniques

**Day 1**

**8-HOURS**



WORKSHOP



1 DAY



ON  
COMPLETION



ALL RELEVANT  
PERSONNEL

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