

## Understanding Negotiation & Networking in the Workplace

### INTRODUCTION

This course will help delegates understand techniques of negotiation and the value of networking. This course will show the process of collaborative negotiation where those of differing objectives can reach a collaborative solution that is mutually acceptable. Thought understanding of skills in influencing others through preparing a reasoned argument, emphasising the positive aspects of your case through assertiveness and listening to others to identify areas of common agreement.

### COURSE OBJECTIVES

- By the end of the course, delegates will:
- Understand and explain the general principles of negotiation
- Know how to influence and negotiate with others to achieve objectives with relevant techniques to achieve workplace objectives
- Know the value of networking and identify an appropriate network for the workplace
- Understand methods to establish and maintain effective professional relationship

**COURSE DURATION:** 1 Day Course

Equivalent to ILM Level 3 unit  
Value of 1 Credit



### COURSE CONTENTS

Formal and informal negotiation

Negotiation strategy, tactics and behaviour

Non Verbal communication and social skills

Techniques for influencing others

Conflict and its resolution to achieve a 'win-win' situation

The Impact of negotiation

Purpose and value of networking

Identification of relevant networks

Effective networking practices and skills

#### Personal Development Action Plan

*Throughout this course there will be a number of practical exercises carried out which will enable delegates to put into practice most of the theory covered*

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