

# Persuasion, Influence and Negotiation Skills - 1 Day



## Pre-requisites

**There are no pre-requisites for this course.**

## Description

Persuasion and influence are both ways of bringing about change in the behaviour of others. They are the core skills that everyone needs, whether you are in a leadership position or not.

This course will give you the necessary skills to present your case persuasively, as well as an understanding of how influence works so people are motivated on their own to do what you want them to do. This course will also provide you with insight into your personal negotiation style and necessary actions required at each phase of the process.

## Aim

This course aims to provide participants with the skills and knowledge to better influence and persuade the decision of others through building trusting relationships and to raise one's confidence in dealing with a range of workplace negotiation situations.

## Learning Outcomes

**At the completion of this course you should have the skills and knowledge to:**

- Distinguish the difference between influencing and persuading in order to use the right skill at the right time.
- Understand and use your typical influencing and persuading style.
- Identify the essential elements that contribute to the ability to influence and persuade.
- Exercise your influence and persuasion skills across a range of situations.

- Identify your current negotiation style and how to adapt to suit different contexts and situations.
- Use tools and techniques to enable effective planning, delivery and review of negotiation situations.
- Improve your planning during the pre-negotiation period through early identification of potential issues and ensuring your priorities are established.
- Use strategies to overcome negotiation barriers and pitfalls while improving cooperation between parties.

## Topics Covered

**Key topics covered on this course include:**

- Influence vs. persuasion
- Influencing and persuading tools
- Influential behaviours
- Influencing models

**What do you see as Negotiation?**

- Definition
- Challenges and Barriers to Negotiation

**Your Negotiation Style**

- Negotiation Outcomes
- Tips for Effective Negotiation

**Negotiation Models**

- RADPAC Model

**Negotiation strategies**

- Active Listening
- Types of Questions
- SMARTer goals
- Emotional Intelligence

**Planning for Negotiation**

- Steps to Planning a Negotiation

**Negotiation Activity**



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