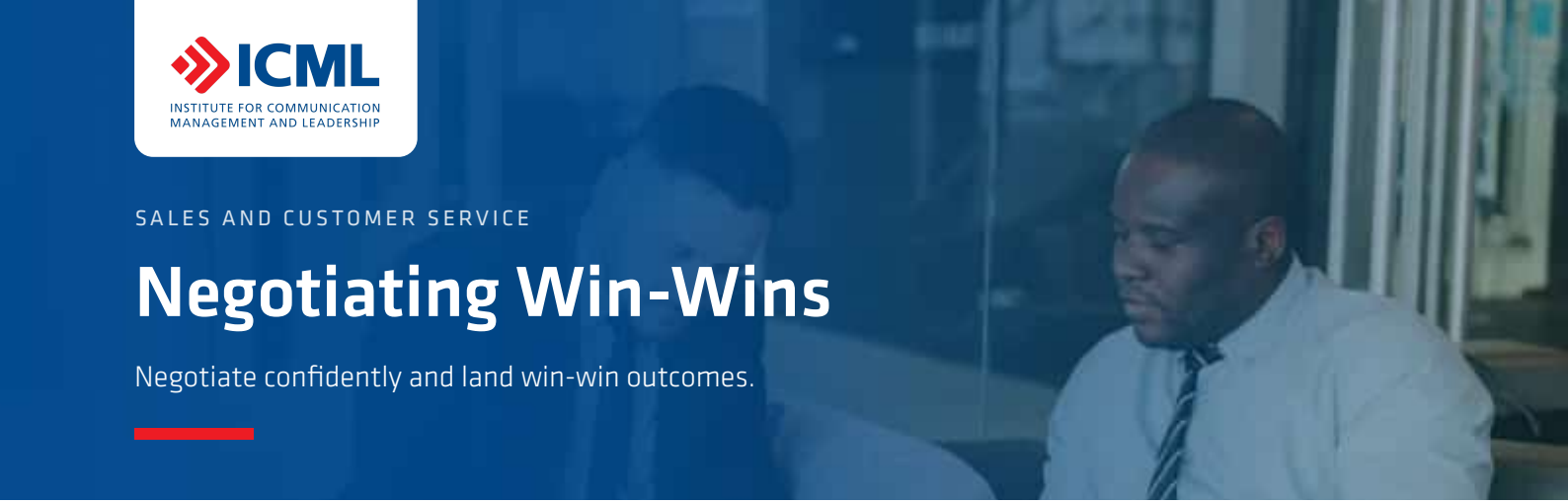
ICML
INSTITUTE FOR COMMUNICATION MANAGEMENT AND LEADERSHIP



SALES AND CUSTOMER SERVICE

Negotiating Win-Wins

Negotiate confidently and land win-win outcomes.

WHO IT'S FOR

Sales and business professionals who negotiate agreements with others.

DURATION

1 day, or tailored to your needs

FORMAT

On-site: we come to you, virtual or hybrid.

PARTICIPANTS WILL DEVELOP THE SKILLS TO

- Prepare for a negotiation with clear goals and limits
- Understand the other side's interests as well as your own
- Manage and control the negotiation from opening to close
- Bargain effectively without giving away value
- Create win-win solutions both sides can commit to
- Respond to pressure tactics and close agreements well

ABOUT THIS PROGRAM

A negotiation that starts unprepared often ends with a concession nobody planned or a relationship that cools. Our negotiation skills training gives participants a structure for the whole conversation. They learn to prepare, understand the other side's interests, bargain effectively, create solutions that work for both parties and close the agreement while keeping the relationship strong. Scenarios come from your own deals, suppliers and stakeholders, so participants leave negotiating with more confidence and better results.

Tailored to your organisation

We build in the situations, stakeholders and agreements your people deal with, along with your policies, approval limits and the language your people use, so the learning fits how your organisation negotiates.

> "Suzanne's delivery of what can be confronting topics was exceptional, made everyone feel comfortable and safe and we walked away with tools to improve our communication.
>
> Hinternoosa – Sirah

Talk to us about this program

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Enquire online