



"I'd like to be able to effectively resolve the most challenging of negotiation situations."

## Certificate in Negotiation Skills (1 day)

**Overview:** The Certificate in Negotiation Skills enables delegates to be able to negotiate at the highest possible level with customers in a way that builds strong lasting relationships with them. This course is endorsed by The Institute of Leadership and Management.

This means that delegates automatically become studying members of this prestigious organization for one full year after attending the course.

**The Course:** By using the latest thinking in collaborative negotiation as well as highly practical, thought provoking activities during our programme, delegates leave feeling enthused, excited and ready to work with your customers in a new and innovative way. This course is endorsed by The Institute of Leadership and Management. This means that delegates automatically become studying members of this prestigious organization for one full year after attending the course.

The Certificate in Negotiation Skills is a one day duration course and on completion all delegates receive a Certificate in Negotiation Skills Certification by GoodSense Training.

### Course objectives:

#### *Delegates will leave the course knowing how to:*

- > Understand their own negotiation style and confidently recognise those of others
- > Be able to confidently prepare, mentally and physically, for any negotiation situation
- > Learn new and insightful ways to influence customers
- > Understand and recognise the power of collaborative persuasion in negotiations
- > How to bring negotiations to practical conclusion
- > How to resolve the most challenging of negotiation situations
- > Understand simple ways to dramatically increase the revenue stream in the business by negotiating effectively

### Further information:

This Certificate can be customised to match your requirements. To find out more about our courses or to discuss a bespoke course please call us on **0113 258 0035** or email: **info@good-sense.co.uk**

### Suitability:

Everyone involved in negotiating with customers.

