



2HOURS Online NEGOTIATION TECHNIQUES AND EMOTIONAL INTELLIGENCE

designed by



Negotiation means “to work together.” It is a method for solving situations in which the concerns of two people appear to be incompatible and conflicting. Generally, negotiation refers to the way people communicate with each other to work out a mutually beneficial solution. In business and personal life is important to know how to negotiate effectively to reach what each individual wants to accomplish. The concept of negotiation, the approaches and the techniques are the key elements in the life all of each of us. Learn to recognize the emotions of the people in the negotiation process allows to bond and be effective in any situation. Moreover, be able to bond with the opponent means have emotional intelligence and be able to productively make the right decision.



The training is offered in a hybrid on-line format with a combination of live training through zoom with the use of white board and PPT all shared live. The instructor will share real case and advance materials with the participants. Advance materials will be shared with the participants.

CHAPTER 1

NEGOTIATION

1. What is negotiation
2. Types of negotiation
3. Approaches to negotiation
4. Negotiation stages
5. Negotiation skills
6. Negotiation techniques

CHAPTER 2

SKILLS TO BE EFFECTIVE

1. Assessment and Phase of the Assessment (Video Scribe)
2. Techniques
3. Advance techniques
4. Emotional Intelligence
5. Handle Negativity
6. Be assertive

CHAPTER 3

DECISION MAKING PROCESS

1. Common mistakes when in a conflict
2. Overcome mistakes
3. How to get better and don't run in the same mistakes
4. Actual decision-making process

CHAPTER 4

HOW TO APPROCH ANY DECISION

1. Questions to ask when start a decision-making process
2. When is the right decision?
3. General rules in any decision making and problem-solving process
4. Rules to keep in mind