



Influencing and Negotiating Skills

One of the toughest things people have to do in any commercial organisation is negotiating payment while retaining positive customer relationships.

They need a set of systematic skills and strategies to assist with planning and preparation, to contribute to powerful problem solving and ensure satisfactory outcomes with a minimum of stress.

The BEST Influencing and Negotiating Skills Program has been developed from our highly effective sales, service and negotiation systems, to ensure that your staff members have the range of skills and strategies they need to handle all contingencies.

The BEST Influencing and Negotiating Skills Program includes the following:

- The value of a system in all influencing interactions
- The BEST Influencing System – the process and principles
- Understanding different behavioural styles for building rapport
- Clarifying the choices and consequences of negotiation strategy
- Managing the essentials of planning and preparation
- Defining personal and professional limits and boundaries
- Power issues and how to manage them
- Working with cross-cultural challenges
- Handling complaints and concerns positively
- Seven steps to resolving conflict
- Stress diffusing skills – for you and your callers
- Finalising and following through

The program has been developed locally, supports all levels of experience and expertise, and is highly involving and interactive. Participants can expect an increase in both competence and confidence, to enable them to handle their customer interactions with greater ease and better effect.

TRAINING METHODOLOGY

The BEST process is an initial intensive one day workshop, followed by a series of four weekly one hour follow-up sessions led by your managers or team leaders, who are trained in coaching and leadership skills as part of the program. This ensures their ownership and authority, confidence and competence in leading the program over the following weeks to ensure behavioural change takes place. Success measurements are agreed in advance with a commitment to ensure results.

Workshops can be conducted for up to 25 participants, who will be divided into clusters of 5 or 6. The minimum effective group size is 8-10, as much learning takes place from participant participation. The timing and duration of the program can vary according to client needs and the structure of the organisation.

Equipment used is kept to a minimum, to allow real-time discussion and involvement; flip charts and workbooks are our preferred media. Additionally, specifically customised 'keeper' items can be provided.

Although intensive and hard-working, the entire program is lively, interactive and enjoyable, providing valuable discovery-learning processes in a friendly environment.