

Influencing and Negotiating for Win-win

MEDIUM : English / Cantonese / Putonghua

COURSE CODE : INWW

DURATION : 1 Day

FEE : HK\$3,480

EARLY BIRD : HK\$3,180

15 Oct, 2018 (Mon)

Companies often need to negotiate in order to get the best terms when they purchase materials or sell products. People at work also need to negotiate with one another over shared resources, departmental interests, or ways to do things.

The purpose of this course is to provide the knowledge, skills and techniques to influence and negotiate with others in work situations.

Methodology *Discussions, mini-lecture, games, simulated exercises, case studies, role play*

What participants will learn

At the completion of the course, participants will be able to:

- Select a proper strategy to negotiate given a position and situation
- Prepare for a negotiation
- Apply the principles of influence into negotiation
- Negotiate persuasively to create value and develop long term relationships
- Reach agreement with others

Course Outline

1. Understanding influencing and negotiation

We all need to influence and negotiate with others at work from time to time, be it with our colleagues, vendors or customers. This module introduces some fundamental concepts relating to influencing and negotiating with others to generate win-win solutions that can make both parties happy.

Through an *ice-breaking game and discussion*, participants will learn:

- The nature and basis of influence and negotiation
- Common pitfalls and mistakes
- Why good negotiation is a type of problem solving
- Developing a win-win mentality

The session will end with an *assessment* of the negotiation styles participants typically use.

2. Preparing yourself

Many negotiations ended with sub-optimal solutions because of the lack of preparation. This module focuses on what and how to prepare for a negotiation session.

Through a *case study*, participants will learn:

- How to develop a "magnetic personality"
- Knowing what you want and why
- Identifying what is negotiable and what is not
- Stakeholder analysis
- Understanding your counterpart

3. Psychology of Influence

Be able to influence the negotiation counterpart is an important skill for any negotiator. This module focuses on the psychology behind influence and how to apply it in negotiations. Through *case studies and discussions*, participants will learn:

- How to enhance one's ability to influence
- The need for "why"
- Speed of trust
- Principle of reciprocity
- Perception of fairness
- Using good news and bad news

4. Interacting: Collaborative problem solving

Negotiation is basically resolving a common problem together with your counter-part. This module focuses on how to resolve problems collaboratively with others to generate win-win solutions.

Through *discussions, role plays and exercises*, participants will learn:

- How to present yourself as an ally, not an opponent
- How to propose solutions for the benefit of both sides' interest
- The STAR model
- Exploring your alternatives
- How to express your concerns as a mutual problem
- How to address concerns positively and constructively
- What to do after reaching an agreement

Please contact CEL for a quotation if you are interested in organising any of the topics as in-house on-site or off-site training.

COURSE ARRANGEMENTS

Week	Course Date	Course Title	Course Code	Duration (Days)	Fees* (HK\$)	Enroll before these dates to Enjoy our Early Bird Rates	Cancellation Deadline	Medium of Instruction
September 2018								
3	Sep-18	Storytelling for Engaging Presentation	NEW SEP	1	HK\$3,480	HK\$3,180 Aug 24, 2018	Aug 29, 2018	C
	Sep-19	Customer Service and Complaint Handling	CSCH	1	HK\$3,480	HK\$3,180 Aug 24, 2018	Aug 29, 2018	C/E
	Sep 20-21	Project Management Workshop	PMW	2	HK\$6,480	HK\$5,980 Aug 24, 2018	Aug 29, 2018	C/E
	Sep-21	Influencing Skills to Power Up Persuasion	NEW IFSW	1	HK\$3,480	HK\$3,180 Aug 24, 2018	Aug 29, 2018	C/E
4	Sep-27	Effective Communication and Interpersonal Skills	ECIS	1	HK\$3,480	HK\$3,180 Aug 31, 2018	Sep 5, 2018	C/E
	Sep-28	Five (5) Practices of an Influential Leader	NEW SPIL	1	HK\$3,480	HK\$3,180 Aug 31, 2018	Sep 5, 2018	C/E
October 2018								
3	Oct-15	Influencing and Negotiating for Win-Win	NEW INWW	1	HK\$3,480	HK\$3,180 Sep 21, 2018	Sep 26, 2018	C/E
	Oct-16	Leading a High Performance Team	LHPT	1	HK\$3,480	HK\$3,180 Sep 21, 2018	Sep 26, 2018	C/E
	Oct-18	Presentation and Communication Skills	NEW PCS	1	HK\$3,480	HK\$3,180 Sep 21, 2018	Sep 26, 2018	C/E
	Oct-19	7 Thinking Tools to Generate Extraordinary Ideas	NEW 7TT	1	HK\$3,480	HK\$3,180 Sep 21, 2018	Sep 26, 2018	C/E
4	Oct 24-25	Managing People for Win-Win Results	MPWWR	1	HK\$6,480	HK\$5,980 Sep 28, 2018	Oct 3, 2018	C/E
	Oct-26	Handling Difficult People	HDP	1	HK\$3,480	HK\$3,180 Sep 28, 2018	Oct 3, 2018	C/E
5	Oct-29	Business Etiquette Workshop	NEW BEW	1	HK\$3,480	HK\$3,180 Oct 5, 2018	Oct 10, 2018	C

C = Cantonese, E = English

TIME: 9:00 am - 5:00 pm daily **VENUE:** Regal Hongkong Hotel, Causeway Bay, HK.

*** Fees include refreshments and buffet lunch**

PAYMENT AND CONFIRMATION:

- Seminar fees cover full set of course materials, lunch and refreshments. Seminar fees are payable in advance.
- For enrolment by fax, mail or email, CEL will issue an acknowledgement fax or email to the Authorized Person the next day from receipt of the enrolment.
- Enrolments received by fax, mail or email on or before early bird deadline will be entitled to the early bird rate.
- Joining instructions for confirmed registrations will be sent to the Authorized Person about 2 weeks before the seminar.

CANCELLATION AND SUBSTITUTION POLICY:

- There is no cancellation charge for cancellations made on or before the cancellation Deadline.
- Registrant(s) who fail to attend, or who cancel(s) after the cancellation deadline(s) are liable for the entire fee.
- All cancellations should be notified in writing.
- Enrolments received AFTER the cancellation deadline are subject to the same cancellation deadline.
- Registrants may send substitutions in their place anytime. However, substitutions are not allowed once a seminar has commenced.

ATTENDANCE CERTIFICATE:

A Certificate of Completion will be given to each delegate who have attended more than 70% of the enrolled course(s).

CORPORATE DISCOUNT SCHEME & QUANTITY DISCOUNTS:

Please visit our Website at www.celhk.com or telephone Ms Mak at 2838 1182 to inquire the above.

Communications Engineering Ltd. reserves the right to vary the course programmes or arrangement if this proves necessary.

ENROLMENT FORM

Name	Job Title	Tel No	Mobile No	Course Code
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____
(Mr/Ms) _____	_____	_____	_____	_____

Company Name :

Address :

Contact Person : (Mr / Ms) **Job Title :**

Direct Line : **Email Address :**

Mobile : **Fax :**

Authorized Person : (Mr/Ms)

Job Title : **Direct Line :**

Signature : **Date :**

Cheque enclosed for HK\$

Please note seminar fees are payable in advance

Made payable to **Communications Engineering Ltd.**
Please tick (✓) if you require a receipt

BY PHONE:
Call Miss Mak at:
2838-1182

BY POST TO:
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BY FAX:
Send enrolment form above to our FAX at number:
2838-7122

BY EMAIL:
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