

## Win-Win Negotiation Skills

### 雙贏談判技巧

MEDIUM : Cantonese / Putonghua COURSE CODE : WINWIN

**N**egotiation skills are vital and the key success factors to all kinds of businesses nowadays. **This training program will help you understand your own and others' negotiation styles, and apply practical techniques. This will enable you to produce win-win result in various negotiation situations.** By taking part in actual *business cases analysis and role plays*, participants can experience the negotiation process from a different angle and enhance their personal set of skills.

### Methodology

All training modules have variations of the following:

- *Ice breakers*
- Input-concise concepts and theories, main focus is on practical demonstration of behaviors
- *Team or individual activity* to reinforce input and increase ability to re-model behaviors
- *Feedback* from Team, Individuals & the Facilitator
- Various *games/activities* to enhance retention of the skills
- The *activities* will either be *case studies leading to discussion* and/or *role-plays, or practical games* related to the sales skills and the process

### Target Audience

Suitable for those who want to enhance negotiation skills in order to achieve excellent performance in career path

### Course Outline

1. Key factors in negotiation process
2. Applying various tactics and techniques to suit circumstances
3. Defining negotiation issues and alternatives
4. Listening and asking quality questions
5. Making and getting meaningful compromises
6. Breaking negotiation deadlocks
7. Understanding causes of conflicts
8. Strategies and process for resolving conflicts