

First Creation Consulting



Telephone Negotiation Skills

First Creation Consulting Ltd

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WORKSHOP AIM:

The aim of the workshop is to develop participants' negotiation skills so that they are able to reach a satisfactory outcome for both the client and the Bank whilst maintaining and enhancing the long-term relationship.

WORKSHOP OBJECTIVES:

By the end of the workshop participants will be able to:

- Understand the key differences between face to face and telephone negotiations
- Understand and apply the key skills & behaviour required for telephone negotiations
- Effectively plan and prepare for a negotiation
- Successfully implement a process for a successful negotiation
- Understand the importance of being able to analyse and react quickly to situations in order to reach a satisfactory outcome

WORKSHOP METHODOLOGY

The workshop has been designed to maximise participant involvement. A number of proven methodologies are employed including:

- Consultant led input
- Group/individual based exercises
- Practical Negotiation role-plays
- Feedback and Coaching

One Day

Start 09:00

Introduction

- Workshop aims & objectives
- Personal objectives

The Dynamics of Negotiating

- Definition
- Key differences between face to face & telephone negotiations
- Different negotiation strategies
- Key skills & behaviours
- Main reasons for unsuccessful negotiations

Practical Negotiation Exercise

Participants will conduct a case study driven negotiation

Review and debrief of exercise – Feedback & coaching for improved performance.

People & Process

- Emotions
- Dilemmas
- Psychology

Managing Conflict

- Reasons for conflict
- Thomas-Kilmann conflict handling modes
- Adopting right strategy for given situation

Key Guidelines & Process for Effective Negotiations

- Best practice guidelines for successful negotiations
- Planning & preparation
- Negotiation process

Practical Negotiation Exercise

Participants will conduct a case study driven negotiation

Review and debrief of exercise – Feedback & coaching for improved performance.

Finish 17:30

Review & Summary