

WEBINAR: Negotiation and Assertiveness Training



Overview

Negotiation and Assertiveness are essential skills for both business and personal success. It will benefit a person beyond office boardroom. Almost everyone from purchasers, managers to salespersons and customer service representatives will encounter situation that needs negotiation or assertiveness.

Objectives

- To define what is meant by negotiation and to be able to apply that to a number of different contexts.
- To know how to prepare for negotiations and to plan a strategy for successful negotiation.
- To know the different types of negotiation.
- To understand the principle of 'win-win' negotiations.
- To be an assertive individual and use it as a tool for an effective negotiation.

Who Should Participate

- Purchasers
- Supervisors
- Managers
- Customer Service Representatives
- Those who want to improve their negotiating and assertiveness skills

Key Topics

- I. Fundamentals in Negotiation: What, Why, Who, When, Where
- II. Importance and Current Trends of Negotiation
- III. Preparation and Steps in Negotiation
- IV. Outcomes in Negotiation
- V. Techniques for Negotiating Resistance and Objections
- VI. The Importance of Win-Win Negotiation Outcomes
- VII. The Importance of Assertiveness in Negotiation
- VIII. Types of Behavior (Aggressive, Passive, Assertive)

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Duration

- 3 hours

Webinar Fee

- Php 1,750.00 per participant (inclusive of e-Handouts and e-Certificate) to be paid at least 3 banking days before the event

Requirements

- Mobile phone, tablet, computer or laptop
- Download free ZOOM app
- Internet connection
- Good audio connection

Reservation

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