

Influencing, Negotiation and Persuasion

Briefing

Get ready for a fast-paced, idea-filled workshop with a master communicator. Take your skills to a new level in areas you are already familiar with: influencing those you come in contact with, negotiating the tough issues, and persuading others to support and action.

Organizations are striving to do things faster, more efficiently, and with less structure. Subtleties in relationships arise where before there were formalized interactions. Direct authority has gone by the wayside. The focus has become a you-stretch-my-back-I'll-stretch-yours with both parties knowing that the opportunity to have a favor returned may be taken away with a merger, a new contract, or a restructuring. How do you operate in this environment successfully?

You can add powerful communication skills to your abilities: This program will show you how.

You'll learn ways to...

- Get what you need when you need it
- Motivate others
- Get the support you want to make it happen

You will discover the similarities of influence, negotiation, and persuasion and their differences. A communication process for transitioning from one discipline to the other in a completely natural manner. The key to successfully communicating to others when you want a specific result or action is to find your unique style and incorporate successful techniques into your communication skills.

You and those that attend with you will learn powerful new ways to....

- 1. Influence the key individuals in your work and personal life.**
Discover the simple phrases that make a difference in how your information is received.
- 2. Take charge of a situation for everyone's benefit.**
Analyze and take action immediately to turn a situation from bad to beneficial.
- 3. Use the critical characteristics of diplomatic negotiation masters to get what you need.**
Uncover your strengths and enhance your abilities.
- 4. Learn the psychological traps to avoid in persuasion.**
Avoid winning the battle at the expense of the relationship with your non-verbal communication.
- 5. Keep the tempo working in your favor with difficult logistics.**
Learn ways to maintain assertiveness and creativity in dealing with situations and interruptions.
- 6. Project messages for success and support with the secrets that you've always wanted to know.**
Win relationships and bring in the results you see benefiting everyone.



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Outline

Focus on the important

- Linking skills to be covered to your influence process
- Get ready before the communication begins
- Increasing perspectives
- Use agreement to your advantage
- Know your position

Questions are your key to success

- Find out what is important to the other side
- Negotiation techniques
- Use focused questions for credibility
- Layer to uncover needs
- Value questions are your key to the big picture

Removing roadblocks to your success

- Deal with resistance
- Questions are the key to dealing with resistance
- Use add-on questions to retain control at high speeds
- Qualification is critical to insure you use time wisely
- Remain assertive from start to finish
- Assertive communication skills

Get ready for negotiation success

- Stay in persuasion shape
- Give the influence and persuasion process structure
- Plan for success - begin with the end in mind
- Power Questions
- Listen with every sense
- Dealing with upset person
- Go for the agreement
- Negotiation strategies
- Persuasion skills that establish clear resolutions

