

Negotiation Skills for Business Development & Performance Enhancement

Background:

“Negotiation” is a process through which two or more parties resolve an issue by arriving at a consensus. The issue may be related to job or business or family or any other societal subject, but its consequences may be disastrous if haphazardly settled. Traditional approach in handling issues varies from aggressive dominance to collective bargaining. However, at the end neither party would be satisfied with what was achieved. In contrast, “Negotiation” is viewed as one of the most promising alternatives, based on building a mutual understanding on each party’s interests, in finding a solution which puts all into a psychologically comfortable situation. Hence it is understood that developing one’s skills in “Negotiation” will undoubtedly bring substantial benefits to the individuals and the institution they represent.

Objective:

This program aims at providing an understanding on “Interest Based Negotiations” and development of relevant skills of all levels of employees for Business Development & Performance Enhancement

Program Outcome:

- The participant will gain a knowledge on fundamentals of Interest-based Negotiations
- He will become familiar in separating the real issue from symptoms which eventually needs a Negotiated settlement
- His ability to identify all the stakeholders to the issue and respective interests will be developed
- He will learn how to avoid deadlocks and prioritize the solution over less important matters
- The participant will learn how to handle aggressive / deceptive characters and behaviours
- A knowledge will be given on issues which cannot be resolved by Negotiation

Target Audience:

Customer Relationship Officers, Sales & Marketing Executives, Team Leaders, Relationship Managers, Branch & Divisional Managers and Entrepreneurs

Methodology:

- Presentations
- Individual Assignments
- Group Assignments
- Role Plays
- Case Studies

Duration:

08 30 to 16 30 hours

Investment

Rs. 7,500 per person All Inclusive.
Please call for special discounts.

Date

25th May 2018

Venue

Postgraduate Institute of Management,
Lesley Ranagala Mawatha,
Colombo 8

Resource Person



Champal de Costa

MBA (Sri J.),
BSc Eng (Hons),
CEng, MIE(SL)

Counts over 30 years of collective experience in Engineering & Banking sector in Sri Lanka.

A competent facilitator who has developed Technical, Human & Conceptual skills when functioning at Lower, Middle & Upper managerial levels in leading Government & Private sectors institutions

Program Outline:

- Types of Negotiations
- Role of Creativity
- Role of Effective Communication
- Consensus decision-making
- Evaluation techniques and Closure tools
- Managing relationship issues
- Meetings and Facilitation

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Contact Information

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