

**Soft-Train**



*At Soft-Train  
Technology Works*

# How to Become a Better Negotiator (1 Day)

**COURSE GOAL:** Learn how to get what you want every time.

**PREREQUISITES:** None

**LEARNING OBJECTIVES:**

Upon completion of this course the student will be able to:

- Learn to listening effectively
- Effective assertiveness
- Know how to deal with hostile opponents
- Know how to be prepared
- Identify issues and interests
- Know how to determine alternatives to a deal and reserve price
- Recognize the five basic steps of negotiation and “doing the deal”
- Know the typical negotiating pitfalls and how to avoid them.

**KEY TOPICS:**

**I. “Powerfully” Negotiate Is The Key Factor To Getting What You Want:**

- A. Win-Lose or Win-Win
- B. Three Indispensable Concepts
- C. Communication Styles
- D. Listening as a Primary Negotiating Skill

**II. Conflicts Shall Arise: What to Do?**

- A. Managing Conflict
- B. The Importance of Assertiveness

**III. Get Ready Set Go!**

- A. Prepare to negotiate
- B. Doing the Deal
- C. Common Pitfalls