



HCT

Progressive, Innovative & Interactive Training



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Programme Details

Programme Title	Negotiation Skills
Duration	1 Day
Accreditation	Certificate of Attendance
Number of Learners on programme	16
Specific Entry/Access and Exemptions Requirements:	No Entry Requirements required for this programme
Who should attend this course:	People involved in and looking to improve their ability to negotiate

Negotiation Skills

Programme Aim: This programme has been designed to help enable participants to develop the knowledge and skills necessary to negotiate on a day to day basis. It will provide participants with the skills, knowledge and attributes necessary to get the best possible outcome from a range of challenging and pressurised negotiation situations.

Participants of this programme will:

- Identify, pursue and successfully close opportunities
- Acquire the necessary planning skills to build a professional image that secures more sales, better deals
- Improve use of discussion and active listening
- Enhances confidence to conduct successful negotiations and to develop negotiating style flexibility
- How to select the most appropriate strategy
- Identify and overcome common transactional barriers to negotiate effectively

Programme Content

- Customer needs and motivations
- The sales process
- Improving individual communications
- The importance of building the right image
- Establishing value for money
- Negotiating styles
- Qualities found in negotiation
- Differences between selling & negotiation
- The essential skills of negotiation

Delivery Method	Buzz Groups, Experiential Learning, Self Directed Learning, Learner Centred
Certification Required	Learners will be required to demonstrate their understanding of the content of the programme through a range of tasks including role play, exams and practical assessments
Certification	On Completion participants will receive a Certificate of Attendance
Progression Route	FETAC Level 6 in Sales Negotiation
Specific Support Available	A range of accommodations and supports are possible according to specific needs. This programme comes with a very comprehensive manual as an excellent source of reference after the programme. HCT are committed to providing support to learners where/when it is required. In all cases, participants will have to complete a reasonable accommodation request, for more information.
Trainers	Our trainers that deliver this programme consists of industry professionals with a passion for training, this experience provides them with up to date industry practices, which is energetically delivered to learners.
Required fluency in generic skills	Generally learners engaging in learning activities are ready to take on a new task in a personal capacity or role. Learners can follow direction and are moving towards independent learning. Learners will have the ability to read basic short text in a non-supported environment and will be able to make sense of quantitative information within a familiar setting or unfamiliar task in a familiar setting.

Negotiation Skills Certificate of Attendance