

Assertive Negotiation Skills

Influencing other people is an integral part of life.

Specifically, it exists in all communication between people. This process of communicating and influencing is complicated by the fact that some of us, when faced with challenging situations, do not have all the necessary skills to be effective.

This one day program presents an innovative approach to the intricacies of assertive behaviour and the art of negotiating – the two most important skills for influencing others and ensuring fair, balanced outcomes for all parties

Course content:

- Assertiveness – What it is And Why it matters
- Assertiveness v. Aggressive v. Passive
- The Assertiveness Quiz
- Straight Talking
- Honesty is The Best Policy
- How to say 'No'
- What is Negotiation?
- Characteristics of a Successful Negotiator
- The Six Basic Steps in Negotiating
- Identifying Objectives
- Planning & Preparation: Case Study
- Negotiators Guide to Preparation
- Strategies and Tactics
- Negotiating for a win-win outcome
- Skills development
- Personal Action Plan



Jan Burnes, is Internationally renowned for her expertise in Conflict Resolution.

Her energy, enthusiasm and humour, combined with her practical strategies and tips make her a top-rated trainer. She has hands-on, real life experience having owned and managed 3 major companies in three different countries, one employing over 1,000 people. She has an MBA majoring in Business Communications and was a recent winner of the Telstra Business Woman of The Year Award.

On completion of this training, you will have:

- Specific skills to influence people and the way things are done
- Enhanced personal and professional relationships
- Increased levels of support and respect from team members, co-workers and managers
- More balanced outcomes
- Increased confidence and self esteem
- ... and much, much more



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