



The **B·E·S·T** Negotiation Skills and Strategies

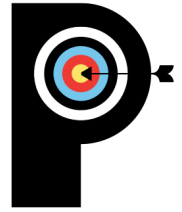
‘Motivating and empowering your people to perform at their BEST for your organisation’

One of the toughest things anyone in sales or management has to do on a daily basis is negotiate. One of the easiest ways to succeed in negotiation is to have a set of systematic skills and strategies to assist with planning and preparation, contribute to powerful problem solving and ensure satisfactory outcomes with a minimum of stress.

The BEST Negotiation Skills and Strategies Program was developed from a management career in sales, marketing and general management in a highly competitive industry. While based on the universally effective BEST principles of understanding and respect, it provides a strategic framework for planning and preparing for major negotiations, for effective persuasion and for pre-emptive empowerment. This program supports all levels of experience and expertise providing innovative and interactive solutions.

Our Proven Program includes:

- Understanding negotiation
- The essentials of planning and preparation
- Clarifying personal and professional limits and boundaries
- Power issues and how to manage them
- The proven BEST six-step negotiation process
- The four-choice model in negotiation
- Strategies for successful rapport building
- Working with cross-cultural issues
- Successful questioning techniques for multi-dimensional understanding
- Seven steps to resolving conflict
- Stress diffusing skills – for all parties
- Three ways to reach agreement



Progress.

Why Progress Training Works

Progress Program Design and Methodology

At Progress Training Systems we undertake extensive briefings and orientation activities with clients to ensure we understand your corporate culture, terminology and procedures. We conduct diagnostic evaluations to enable us, in partnership with you, to tailor and customise the selected program to suit your organisation's style, services and other development activities.

In our own experience, a lot of time and money can be wasted on development programs that don't work. We want to achieve results, for our clients primarily – but also for our own satisfaction, reputation and referral business. We know that the only effective behavioural change occurs over time, with good on-the-job coaching and support. We work hard to create clarity of role and purpose, to define and impart skills through practical and memorable systems, and to ensure a lasting legacy that continues to achieve results long after we have left. Within client parameters, we build our programs on our own fundamental Progress Training Systems principles and philosophies.

This intensive program is lively, interactive and enjoyable, providing valuable discovery - learning processes in a secure and friendly environment.

For further information on ways that Progress can help your organisation Progress further call today on +61 29527 2280 or email admin@progress.com.au