

# Successful Negotiation Skills

25 April 2024 10:00 AM - 25 April 2024 05:30 PM

## Brief Overview:

Understand the significance of effective negotiation.  
Learn when and how to negotiate during customer interactions.  
Navigate negotiations in both one-on-one and group settings.  
Recognize the role of attitude in negotiation.  
Develop winning long-term negotiation strategies.

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## Session content:

- Definition and Concept of Negotiation
  - Persuasive Communication and Creating Dialogue
  - Types of Negotiation: Distributive, Integrative, Compromise
  - Negotiation Attitude and Mindset Management
  - Essential Skills for Negotiation: Listening, Analytical, Assertiveness
  - Fundamental Processes and Powers of Influence
  - Preparation Techniques: MDO/LAA/WOP/BATNA/ZOPA
  - Trading Concessions and Negotiation Strategies
  - Personal Action Planning

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## For Whom:

- Sales Professionals
  - Customer Service Representatives
  - Procurement and Supply Chain Managers
  - Project Managers
  - Business Owners and Entrepreneurs
  - Marketing and Sales Professionals
  - Legal Professionals
  - Human Resources Personnel

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## Key Takeaways:

Acquire a comprehensive toolkit encompassing various strategies and tactics essential for effective negotiation

Cultivate the confidence to navigate diverse negotiation settings and scenarios with success.

Enhance your negotiation skills to achieve mutually beneficial outcomes and cultivate enduring relationships.

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## **Facilitator profile:**

### **Arvind Chandhoke**

Arvind Chandhoke, BE, MBA & PGDHRM a seasoned Principal Consultant & Director at Phoenix HR Trainers & Consultants, boasts over 35 years of diverse experience in training, mentoring, sales, and consulting. With a portfolio of over 3500 training days across India and abroad, Arvind specializes in Sales, Customer Service, Soft Skills, Behavioral & Motivational training, conducted in regional languages such as Hindi, Tamil, Bengali, and Punjabi.

Arvind is certified in SPIN training by the Huthwaite Research Group, UK, and holds certifications in NLP Mind Mastery Method from the American Board of NLP (ABNLP). He has worked with a wide range of industries, training executives from esteemed companies like L&T, Bluestar, Jabra, CRI pumps, Royal Enfield, Sanmar engg, TVS, etc., His expertise extends internationally, having conducted training sessions in the Gulf and countries like Bangladesh, Qatar, and Sri Lanka for renowned clients including TVS and Asian Paints.

## **Fee Details:**

- **Fee Details**
- Member amount : Rs 1800.00- (Including 18%GST)
- Non Member amount : Rs 2800.00- (Including 18%GST)
- Total Member count :