



Language: English

Duration: 1 ½ - 1 ¾ Days

Target Audience: All managers and staff dealing interacting with internal and external suppliers and customers

We interact internally as well as externally on a daily basis. We reply to emails, attend meetings, deliver presentations, and discuss issues. While doing so we try to influence others and to negotiate to get what we want - our goals. Unfortunately, most of us do this without knowingly using the techniques to handle different behaviors. Similarly, we jump right into a discussion without preparing for it.

**Influencing & Negotiating Effectively is an extremely practical training which will help you learn how to handle different human behaviors and techniques for successful negotiations.**

Training Objectives:

- To learn what negotiation is and what it is not!
- To learn types of negotiations
- To learn how to prepare for a negotiation
- To learn how to enhance your personal power for a negotiation
- To learn how to deal with different human behaviours while negotiating
- To learn how to conclude and follow up a negotiation

Sneak Preview:

		Assertive-Responsive Model		
Assertiveness	Assertive, Non-Responsive Behavior: <b>Aggressive (A)</b>	Assertive, Responsive Behavior: <b>A-R</b>		
	<b>Features:</b> <ul style="list-style-type: none"> <li>■ Orientation: Task, rather than People</li> <li>■ Control/Risk: Controller</li> <li>■ Decision Making: Decisive, Determined</li> <li>■ Flexibility: Low</li> <li>■ Patience: Impatient</li> <li>■ Emotions/Energy: Controlled, High</li> </ul>	<b>Features:</b> <ul style="list-style-type: none"> <li>■ Orientation: Both Task and People</li> <li>■ Control/Risk: Leader, Creative, Risk Taker</li> <li>■ Decision Making: Decisive</li> <li>■ Flexibility: Medium</li> <li>■ Patience: Medium</li> <li>■ Emotions/Energy: Expressive, High</li> </ul>		
	Non-Assertive, Non-Responsive Behavior: <b>Non-Assertive (NA)</b>	Non-Assertive, Responsive Behavior: <b>Responsive (R)</b>		
	<b>Features:</b> <ul style="list-style-type: none"> <li>■ Orientation: More People than Task</li> <li>■ Control/Risk: Depends on Others, Risk Avoider</li> <li>■ Decision Making: Slow, Skeptical</li> <li>■ Flexibility: Low</li> <li>■ Patience: Variable</li> <li>■ Emotions/Energy: Controlled, Low</li> </ul>	<b>Features:</b> <ul style="list-style-type: none"> <li>■ Orientation: More People than Task</li> <li>■ Control/Risk: Depends on Others, Risk Avoider</li> <li>■ Decision Making: Slow</li> <li>■ Flexibility: High</li> <li>■ Patience: Medium</li> <li>■ Emotions/Energy: Expressive, Medium</li> </ul>		
		Responsiveness		

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Practical Aspects:

- Case Studies from Best in Class Organizations
- Real Life Activities
- Practical use of Assertiveness Model

Trainee's view:

"I have learned a lot in the training. I wish to thank you for the great time. How I wish all personnel of Tadmur would have the chance of attending such kind of Training with you as a trainer. The training /seminar would not be valuable and effective if somebody will facilitate it. You are simply a "perfect trainer."

A trainee from *Tadmur Contracting & Trading, Doha, Qatar*

## Registration:

Contact: Mushtaq Hussain  
Tel: +92 (21) 32438164  
Mobile: +92 (323) 2436726  
[mushtaq@shahzadtc.com](mailto:mushtaq@shahzadtc.com)

## Fee:

## Dates:

## Venue:

## Shahzad Training & Consulting International

MD's Office:  
P.O. Box 231719, Riyadh  
11321, KSA  
Fax: +966 (1) 2050081

Registered Office:  
E-29 Block 4, Gulshan Iqbal,  
Karachi, Pakistan  
Tel: +92 (21) 32438164  
Fax: +92 (21) 34960459

[www.shahzadtc.com](http://www.shahzadtc.com)