



Client's Views

"Thanks a lot for your follow up & knowledge I gain from you. Really, your course affected me a lot." **A Trainee from Food & Fine Pastries Manufacturing Co. Ltd., Jeddah, Saudi Arabia**

Please email to atyourservice@shahzadtc.com for nomination and payment details

Shahzad Training & Consulting International (STCI)

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Language: English

Duration: 1 ½ - 1 ¾ Days

Target Audience: All managers and staff dealing and 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 essential 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	<p><u>Assertive, Non-Responsive Behavior: Aggressive (A)</u></p> <p>Features:</p> <ul style="list-style-type: none"> • Orientation: Task, rather than People • Control/Risk: Controller • Decision Making: Decisive, Determined • Flexibility: Low • Patience: Impatient • Emotions/Energy: Controlled, High 	<p><u>Assertive, Responsive Behavior: A-R</u></p> <p>Features:</p> <ul style="list-style-type: none"> • Orientation: Both Task and People • Control/Risk: Leader, Creative, Risk Taker • Decision Making: Decisive • Flexibility: Medium • Patience: Medium • Emotions/Energy: Expressive, High 	
	<p><u>Non-Assertive, Non-Responsive Behavior: Non-Assertive (NA)</u></p> <p>Features:</p> <ul style="list-style-type: none"> • Orientation: More People than Task • Control/Risk: Depends on Others, Risk Avoider • Decision Making: Slow, Skeptical • Flexibility: Low • Patience: Variable • Emotions/Energy: Controlled, Low 	<p><u>Non-Assertive, Responsive Behavior: Responsive (R)</u></p> <p>Features:</p> <ul style="list-style-type: none"> • Orientation: More People than Task • Control/Risk: Depends on Others, Risk Avoider • Decision Making: Slow • Flexibility: High • Patience: Medium • Emotions/Energy: Expressive, Medium 	
	Responsiveness		
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Practical Aspects:

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

Trainer

Ahsan S. Razaq, Managing Director STCI, possess over 23 years of work experience in Supply Chain Management from companies like Procter & Gamble, Henkel, and Olayan Group in Pakistan and GCC. During his tenure at Olayan Group, his responsibilities included providing supply chain operational excellence support, centrally purchasing commonly purchased non-productive items, dealing with key customers for FMCG sectors and supporting implementation of Quality, Health & Safety and Environment (QHSE) management systems for all Olayan group operating companies. Prior to joining Olayan, Ahsan held the following positions of Planning & Purchasing Director, Riyadh, Saudi Arabia, for Henkel Saudi Arabia, and several supply chain position with Procter & Gamble (P&G) in Pakistan and Saudi Arabia. Ahsan studied Mechanical Engineering at Kansas State University, Kansas, USA and completed his Bachelor's Degree in 1992 and Master's degree in 1993. Ahsan is also certified auditor for Quality Management System (ISO 9001), Occupational Health & Safety Management System (ISO 18001) and Environmental Management System (ISO 14001).