

NEGOTIATION SKILLS: DEVELOPING THE SKILLS OF GETTING WHAT YOU BOTH WANT

Managers, supervisors, and employees frequently face situations requiring negotiation skills. Interacting with clients; agreeing on appropriate schedules and deadlines for projects; solving problems with clients; obtaining organizational resources; and maintaining high customer service standards with your team are just a few of the many situations that necessitate high-level negotiation skills. Utilizing effective negotiation skills is the only realistic approach to successfully meet the challenges of todays rapidly changing environment. In this course, you will learn successful negotiation techniques, strategies and skills that can be utilized in typical situations encountered by managers, supervisors, and employees.

The program is designed to provide participants with the hands-on skills necessary to maximize their negotiated outcomes, and build life-long relationships where both counterparts feel their needs and goals have been met.

PETER STARK

Peter Barron Stark is known as one of America's most dynamic negotiation speakers and authors. His consulting firm, Peter Barron Stark Companies, has attracted clients such as the Boston Red Sox, Electronic Arts, Coca-Cola, Jack-in-the-Box, Hewlett Packard, Phoenix Suns, Los Angeles Dodgers, Kaiser Permanente, Rady Children's Hospital San Diego, Sempra Energy, SONY, and Wells Fargo Bank.

Peter is one of only a handful of speakers to hold the prestigious dual designation of Accredited Speaker from Toastmaster's International and the Certified Speaking Professional from the National Speaker's Association. This unique combination of awards makes Peter one of the most sought-after professional speakers in the area of negotiation.

He has been published worldwide in over 500 articles and has written ten books including, The Only Negotiating Guide You'll Ever Need. Peter's expertise has been featured by American Executive, Investor's Business Daily, The New York Times, CNN, Bloomberg, Inc.com and USA Today.

Peter's career takes him around the world as he helps leaders build organizations where employees love to come to work and customers love to do business.

TOPICS COVERED

TO PROVIDE PARTICIPANTS WITH AN UNDERSTANDING OF NEGOTIATIONS AND WHAT MAKES A NEGOTIATOR SUCCESSFUL.
TO GIVE PARTICIPANTS THE BEHAVIORAL TOOLS, STRATEGIES, AND TACTICS NEEDED TO BUILD RELATIONSHIPS AND CREATE WIN-WIN OUTCOMES.
TO IMPROVE THE NEGOTIATION SKILLS OF PARTICIPANTS.

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